



norstar

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Compact DR1-2 Installer & Coordinator Guide

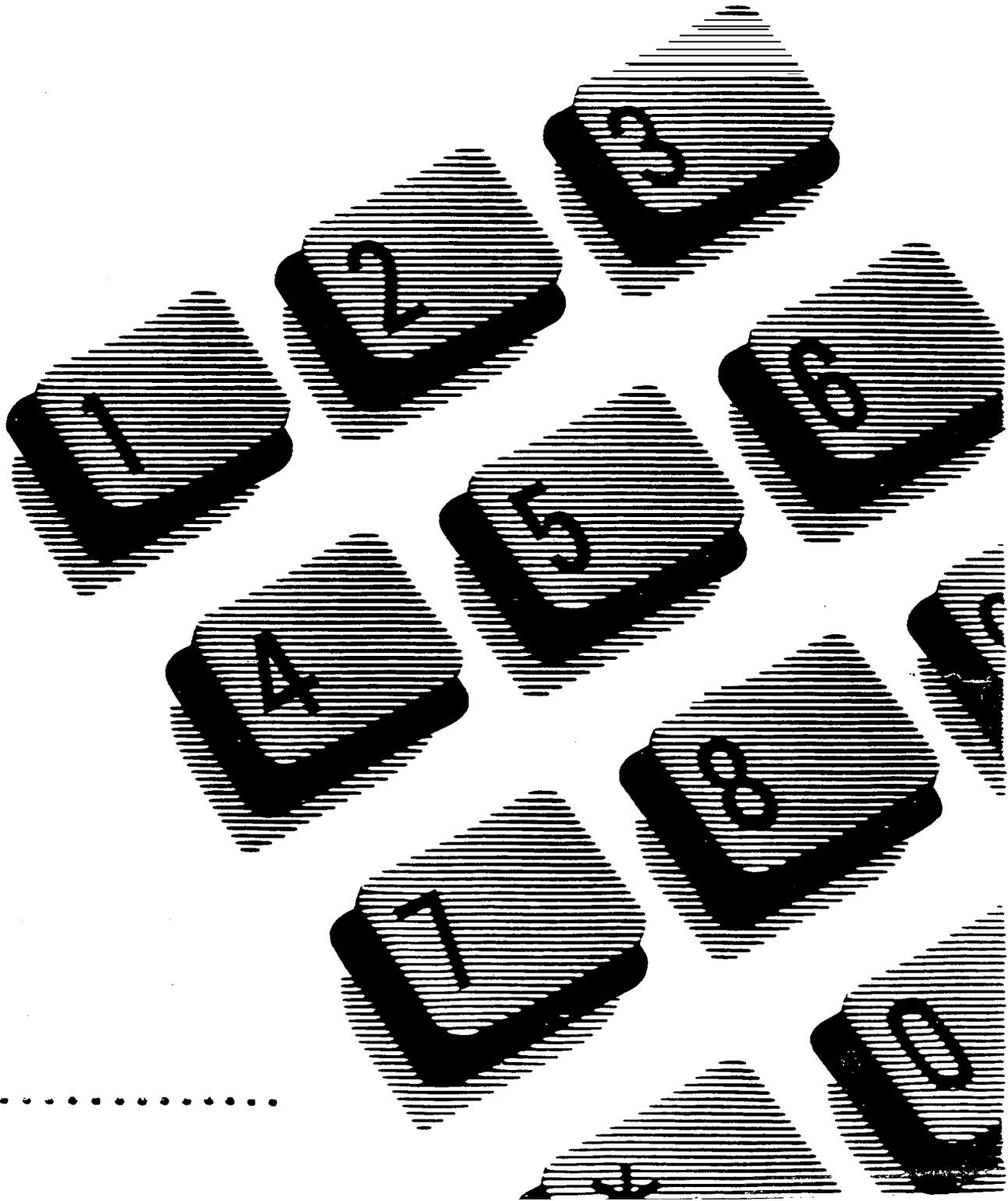


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Welcome
to
Norstar



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**Welcome
to
Norstar**

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Solving**

**Compo-
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of
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**PC
Applica-
tions
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**Customiz-
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your
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Welcome to Norstar...

Welcome
to
Norstar

...your company has just installed a Meridian Norstar* Telephone System. Norstar, with many special features, has turned your regular telephone into a new, modern communications system.

What is Norstar?

Norstar is a digital telephone key system designed for easy use. Norstar has all the basic telephone services, and many extra features that will greatly improve your office communications.

The heart of Norstar is the Key Service Unit (KSU). The KSU keeps track of which users have access to which features. Norstar can also control, if you wish it to do so, some of your office equipment. Such an arrangement can make the equipment much more useful than it ever was before Norstar.

Simply the Best

Norstar is indeed simple to use. A major reason for the simplicity is the way in which the features operate. The procedures are logically consistent from one feature to another; learn how one feature operates and you know how all the features operate.

Your Role

You have been designated the Norstar System Coordinator which means that you are responsible for **customizing Norstar**. It is your job to make sure that features are selected and appropriately assigned to match your office requirements and your company's method of conducting business. You are also in charge of **training your co-workers**; they have to be shown how to use the phones as well as how to choose and use the features.

* Meridian Norstar is a trademark of Northern Telecom

Using this Guide

This System Coordinator Guide is written for your use as you customize Norstar, train your co-workers and problem solve.

The external green tabs divide the Guide into four major sections:

Orientation
Administration
Configuration
Feature Operation

The internal colored tabs down the side of each page keep track of where you are in the Guide. The tabs, along with the Tables of Contents and Index, quickly locate information for you.

Both Administration and Configuration contain two sub-sections, Learning and Programming. The instructions in the Learning sub-sections are self-paced. You can move comfortably through them at a speed which suits you. The Programming sub-sections describe, clearly and concisely, the customization process. As you program the system, you will make regular use of the programming chart and hints.

The Feature Operation section describes the best ways to explain to your co-workers how to select and to use the many Norstar features available to them. You may wish to copy pages from this sub-section to distribute to your co-workers. This section defines the features and explains how to use them. For a dictionary of additional words used in this guide, refer to the glossary starting on page 4-47.

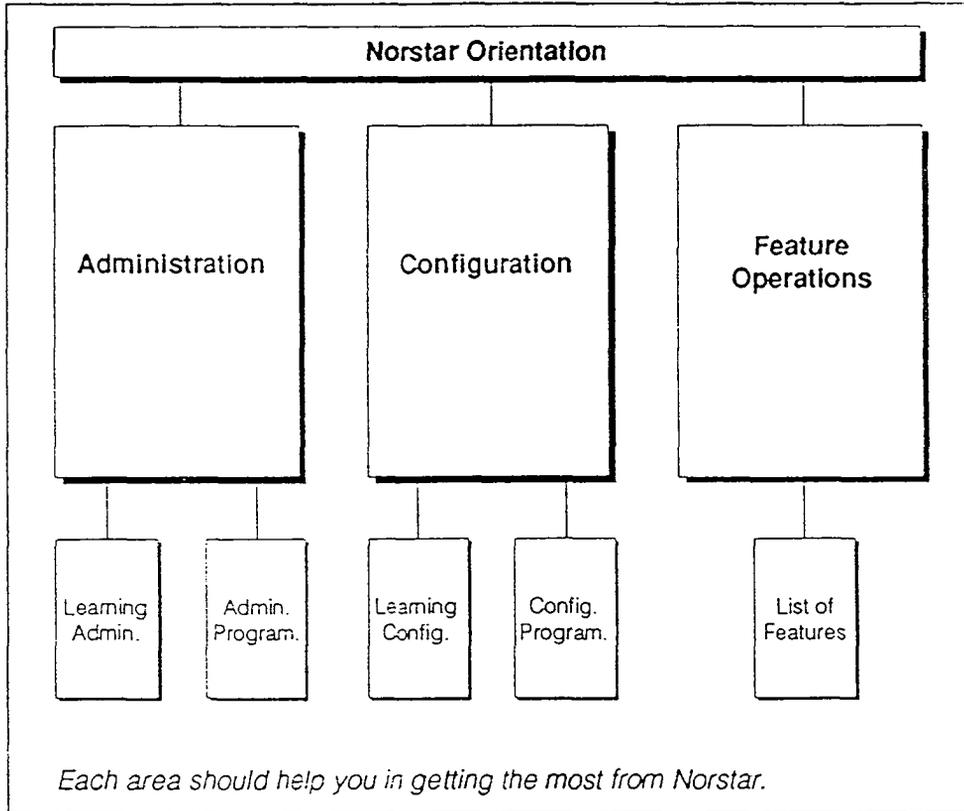
Three simple symbols are used throughout the Guide to quickly identify specific kinds of button functions.

The  symbol identifies line and feature buttons.

The  symbol identifies the Release button and the dialpad.

The  symbol identifies prompts, error messages, and time and date when displayed.

A map of the different sections and their sub-sections helps you understand the relationship among them. The map is shown below.



Problem Solving Checklist

Checklist of Problems

If someone has difficulty using a feature:

- Refer to the Feature Operation section; check the feature's operation and demonstrate how it is used.
- Check to see if the feature interacts with other features.

If someone has difficulty programming a feature:

- Refer to the Feature Operation section and demonstrate how to program the feature.
- If your co-worker is trying to program onto a line or intercom button or Handsfree/Mute, explain that these buttons are not programmable and show which buttons are.
- Determine if the feature is programmed onto a button or if it is activated by pressing [Feature] and its code.
- Determine if your co-worker was trying to program a feature while you were programming the system. Explain that users are locked out while the system is being programmed and to try again when you have finished.

If feature access buttons or autodial buttons don't work:

- Use the Button Inquiry [Feature] * [0] to check the function of each button and determine if your co-worker is using the buttons properly.

If the power has been off for three days or more:

- Verify the system operation. If there is a problem that you cannot correct, call your Service Representative.
- Replace any settings that are not default settings including System Speed Dial Numbers, Names, and Time and Date. Refer to Job Aids, Administration and Configuration Programming.

If the KSU or a phone or phones are not working:

- Make sure they are plugged in.
- Call your Service Representative.

A black rectangular box with the words "Problem Solving" in white, bold, sans-serif font. The background of the box has a subtle, dark, textured pattern.

**Problem
Solving**

Components of Norstar

Key Service Unit. The Key Service Unit (KSU) contains the intelligence behind the system. It is a small computer installed in an inconspicuous place in your office. As well as keeping track of everyone's features, the KSU has a connection for an optional emergency phone. Thus, if the power fails, you can still make and receive regular calls.

Any maintenance required by the Norstar system is performed by the installer's service department. Ask the installer for the service department's phone number and write it down. Should you encounter any problems, call for service: Do not try to fix the KSU yourself!

New telephones - M7310 and M7208. These telephones were designed by human factors engineers who study how people use telephones. The display and buttons are designed so that users don't have to remember long, complicated procedures; these friendly Norstar telephones tell you what to do next.

Take a moment and look at each phone and read through the user cards. These cards contain all the information you'll need for operation of the features most frequently used. Refer to it for answers to your co-workers' questions.

The Feature Operation section of this Guide contains more detailed information. Refer to it for answers to your co-workers' questions.

In case you are asked what the phone model numbers mean.

- M M = Meridian
- 7 7 = indicates a Norstar product
- 2 3 = handsfree and the number of lines in the display
- 08 10 = the number of buttons with indicators.

Ensure that each user has the correct user card.

New auxiliary equipment

- Busy Lamp Field is a display of lights added to a secretary's set to help monitor telephone use.
- Analog Terminal Adapter lets you plug various kinds of office equipment, such as a FAX machine, into Norstar to give the equipment access to the telephone system.
- Norstar phones also come with a headset and a shoulder rest for users with busy hands.



PC Applications Portfolio

Your company can improve the effectiveness of your Personal Computers by tying them into the Norstar with a PC Applications Board. Programs running on the PC can provide services, such as those described below, to Norstar telephone users.

1. **Dial-by-Name.** A directory of over 3000 names and telephone numbers can be established using your word processor. Dial-by-Name is, in effect, an electronic telephone book to which Norstar users have access. Users simply enter names through their telephone dialpad and the Dial-by-Name application retrieves and dials the number.
2. **Call Detail Recording.** A program running on the PC that keeps track of all telephone call events made on the Norstar system. By analyzing this data, your company can identify areas in which money can be saved.

If your company has purchased these software packages, you may be the person responsible for coordinating this aspect of Norstar as well. Each package comes with a Coordinator's Guide that describes all the administrative procedures.

A black square logo with the text "PC Applications Portfolio" in white, stacked vertically.

PC
Applica-
tions
Portfolio

Customizing Norstar

There are two customization processes, Administration and Configuration and this section describes how to program each one.

Administration involves those features of the system that you are to keep up to date.

1. **System Speed Dial numbers.** Enter and maintain a little directory of up to 30 outside numbers which people in your office commonly use. Your co-workers access this directory using the System Speed dial feature. A courier service or a taxi company your company uses frequently are possible candidates for a System Speed Dial directory.
2. **User Names.** Enter the first names of your co-workers into the system. When Paula calls David, David's display says "Paula calling". As time passes and people come and go, you will have to change the names associated with the phones.
3. **Time and Date.** Your Norstar phones display the time and date when they are idle. You will have to maintain this service in much the way you would a digital clock at home. Program this feature after prolonged power failures, and in the spring and fall when the clocks are set ahead and back.

Configuration programs the way in which the telephone system is set up. Your system is installed with a basic "default" configuration which you may change as necessary. It is certainly not necessary to change the default configuration immediately; you may elect to wait a few weeks until you are more familiar with Norstar. You will then have a better idea of how you would like to change the system configuration. Configuration is not performed very often; after the system has been set up, it will be some time before you will have to use it again.

1. **Lines.** This is a task done by the Installer. During installation, all the outside lines ordered by your company are connected into your office. If, at some time, you need to change the number of outside lines, call your service representative and have the installer return.
2. **Sets.** This feature allows you to change your co-workers' telephone line assignment and select ringing lines. You can also give someone Handsfree capability, join a Call Pick-up group, access a Line Pool, receive phone paging, or enable an Auxiliary Ringer.

Note: The term set is interchangeable with the term phone.



After Norstar has been in operation for a few weeks, check with your co-workers to see if their phone configurations match their preferences and expectations. Take advantage of the functions mentioned above to make the telephone system a more congenial addition to your office.

3. **Call Handling.** This feature allows you to change the reminders and tones in the system. You can also enable a Held Line Reminder and Music on Hold; establish set 21 as the prime phone on the system and arrange to pass calls automatically to it after 3 rings. This latter feature is one you will probably want to program only after Norstar has been in operation for several weeks.
4. **Restrictions.** There may be certain lines or phones - such as the one in your lobby - from which you do not want long distance calls made. This feature allows you to apply such restrictions. Discuss the various restrictions with the office managers to determine their preferences.
5. **Overrides.** As with some rules which may be broken, you may have some telephone numbers which are to be exempt from the programmed restrictions. This feature enables you to set the exceptions to the restrictions rules.

This Guide has been designed to help you with your customization tasks.

1. **Administration and Configuration** are each divided into two sub-sections:
 - a) a self-paced Learning module to give you hands-on experience from the moment you start reading,
 - b) a reference Programming section with programming charts and hints to let you quickly accomplish what you want to do .
2. The Administration and Configuration Programs have a simple prompt and response interface on the phone and the programming procedures follow that format. The programming charts explain how the system works.
3. A task-oriented index is provided at the end of this Guide. Identify the changes you wish to make in Administration or Configuration and look up the appropriate section.

Note: Keep accurate records of the system speed dial numbers as well as the name and number assigned to each phone so your co-workers have an up-to-date listing. If more than one person is responsible for Administration and Configuration, share all the records and keep them in one place.

Note: Only one person can do Administration or Configuration programming at any one time. Some features cannot be used while the system is being programmed.



Training Your Co-workers

Your first task is to familiarize yourself with the operation of Norstar features.

1. With both types of phones in front of you, work through the Feature Operation section of this Guide. Go through each procedure carefully and make sure you know how each feature works.

There are some features which cannot be used while you are programming either of the Administration or Configuration functions.

Later, if users have difficulty using one feature or another, let them read (or photocopy) the appropriate section of the manual. The Feature Operations section has been written for end users. It occasionally refers them to you, the System Coordinator, in instances where you may have made programming changes to the feature.

2. Work through the two user cards. Make sure you understand what the following are:
 - memory buttons
 - intercom buttons

M7310 only

 - the shift button (triangle)
 - display buttons
 - dual memory buttons

The following features and characteristics are described in the System Coordinator's Guide but not the user cards:

- how to remove a feature from a button i.e. make it blank
- how to split a conference call
- the meaning of different indicator flash rates
- the meaning of different tones
- what the display messages mean - for example "Paula> David" or "Feature Inactive".
- how the message system works.
- what "Later" means
- how to send and receive a message
- how to turn a message off.

3. Make sure you are comfortable programming feature access and autodial on the memory buttons. Your co-workers will get much greater use from their Norstar system if they can program their own memory buttons. Get them started by helping them to program their home number as an outside autodial first.



After you have had Norstar for a while, encourage your co-workers to reread the feature list in their user cards and to consider handy features to program into memory buttons.

4. Read the user cards for the Norstar Busy Lamp Field (BLF), the Single-Line Telephone using the Norstar Analog Terminal Adapter, and the Headset. Make sure you are comfortable with the operation of these pieces of equipment. If the users of this special equipment have questions, be prepared to assist them.

During the system installation, accompany the installer around the office to make sure that each co-worker knows that you are the System Coordinator. Show them this Guide and tell them where it is to be kept. Encourage them to read the Feature Operation section and answer any questions they may have.



**Training
your
Co-workers**

Job Aids

The following special sheets are designed to make your job easier.

Programming Sheet and Overlays

The programming sheet, which you will get from the installer, is a convenient way of keeping track of the manner in which your new Norstar system has been organized. Overlays are templates applied temporarily to the telephone while you are programming the system. A few simple instructions on using both the sheet and the overlays are included in the sections on **Learning Administration** and **Learning Configuration**. You can find the programming sheet and overlays (received from the installer) in the back pocket cover of this Guide.

Button Caps and Labels

A supply of button caps and labels are provided in the telephone boxes. The caps and labels are to be applied to buttons onto which features have been programmed by your co-workers.

Intercom Numbers

When your Norstar system is installed, each phone is labeled with a two-digit intercom number used to make calls inside the office. Prepare a list of your co-workers names and their respective intercom numbers and distribute it to everyone in the office. The list is also used when you program Administration.

To check the intercom number of each phone, press **Feature** **[*]** **[0]** Intercom. The number is displayed on the phone following the letters **[IC]**.

Speed Dial System

Speed Dial allows outside calls to be made by dialing only two digits instead of the usual seven or more. Up to 30 Speed Dial codes are available for frequently dialed numbers and are used by everyone in the office. Speed Dial numbers, which can be up to 16 digits long, are assigned in the Administrative program. Prepare a list of Speed Dial numbers and distribute it to everyone in the office.

**Job
Aids**

Intercom Numbers

Intercom Number	Name (up to 7 letters)
21	
22	
23	
24	
25	
26	
27	
28	
29	
30	
31	
32	
33	
34	
35	
36	

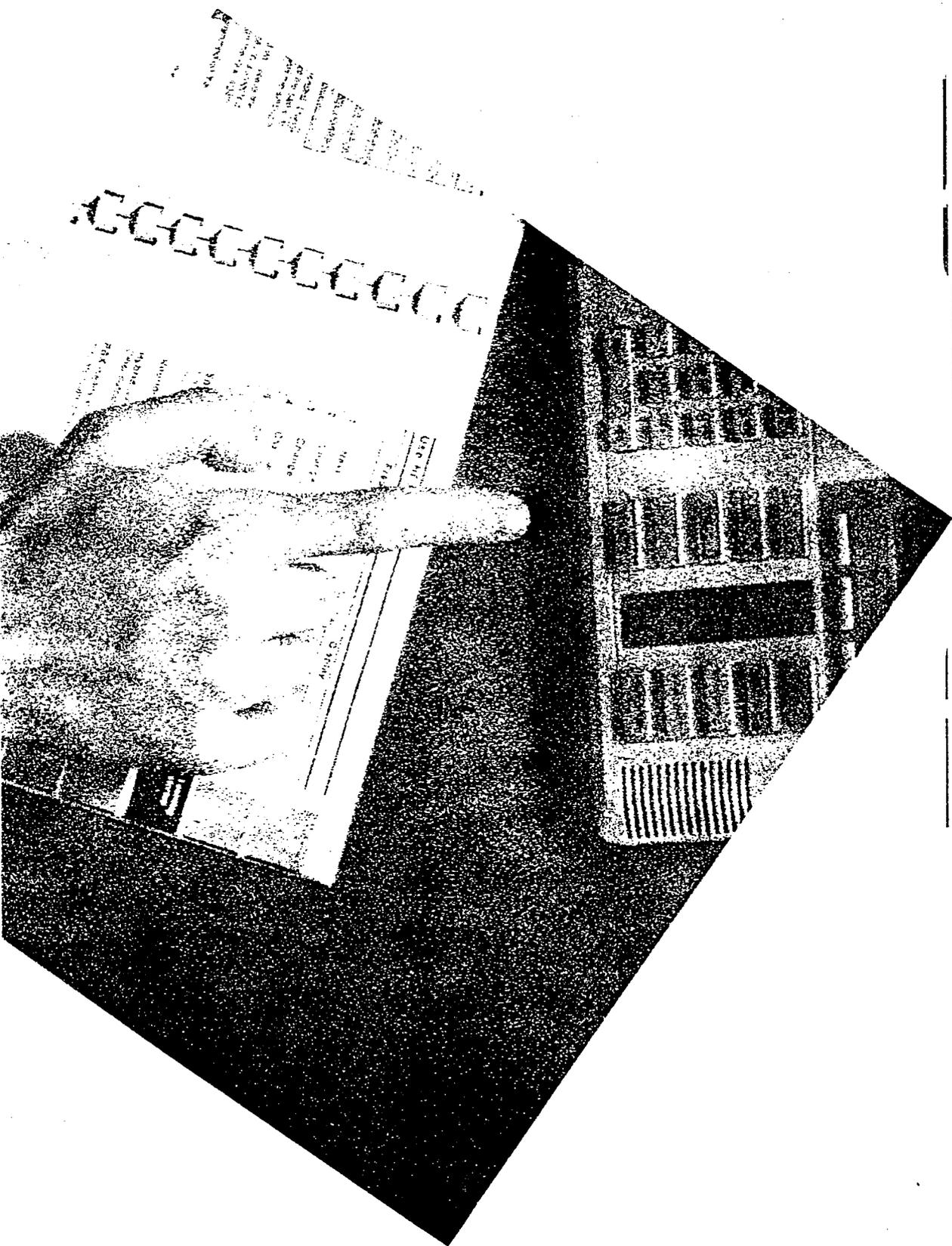


Speed Dial - System

To use these codes: 1. Press **Feature: 0** OR Press **Speed Dial** button.
2. Enter code for the number you want to dial.

Speed Dial Codes	Phone Number (up to 16 digits)	Name
41		
42		
43		
44		
45		
46		
47		
48		
49		
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51		
52		
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68		
69		
70		





Administration

SAISONAL
CLASSIFICATION
CLASSIFICATION
CLASSIFICATION

RECORDS

NO. 1
NO. 2
NO. 3
NO. 4
NO. 5
NO. 6
NO. 7
NO. 8
NO. 9
NO. 10
NO. 11
NO. 12
NO. 13
NO. 14
NO. 15
NO. 16
NO. 17
NO. 18
NO. 19
NO. 20
NO. 21
NO. 22
NO. 23
NO. 24
NO. 25
NO. 26
NO. 27
NO. 28
NO. 29
NO. 30
NO. 31
NO. 32
NO. 33
NO. 34
NO. 35
NO. 36
NO. 37
NO. 38
NO. 39
NO. 40
NO. 41
NO. 42
NO. 43
NO. 44
NO. 45
NO. 46
NO. 47
NO. 48
NO. 49
NO. 50
NO. 51
NO. 52
NO. 53
NO. 54
NO. 55
NO. 56
NO. 57
NO. 58
NO. 59
NO. 60
NO. 61
NO. 62
NO. 63
NO. 64
NO. 65
NO. 66
NO. 67
NO. 68
NO. 69
NO. 70
NO. 71
NO. 72
NO. 73
NO. 74
NO. 75
NO. 76
NO. 77
NO. 78
NO. 79
NO. 80
NO. 81
NO. 82
NO. 83
NO. 84
NO. 85
NO. 86
NO. 87
NO. 88
NO. 89
NO. 90
NO. 91
NO. 92
NO. 93
NO. 94
NO. 95
NO. 96
NO. 97
NO. 98
NO. 99
NO. 100

Form with fields for 'Date', 'Time', 'Change', 'Initials', and 'Signature'. The signature field contains a handwritten signature.



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**Intro
to
Learning
Admin**

**Learning
Admin
Session**

**Intro
to
Admin
Program**

**Phone
Defaults**

**Making
Choices**

**How to
Program**

Administration

This function allows you to enter Speed Dial numbers, the names of your co-workers associated with the various intercom numbers, and the time and date.

When an Administration session is underway, your phone cannot be used to make or receive calls nor can your co-workers program the office phones.

Learning Administration

This section is essentially a practice session that gets you started in Administration programming. Work through the button sequences once to become familiar with the process and the settings.

When you perform the **Change** button sequence on pages 2-10 and 2-11, the current setting of your system is changed. If you exit from the learning session at this point you will have made changes to the original setting. To return the system to the original setting continue on to page 2-12.

Administration Programming

When you feel comfortable with the process, you can enter the program and, in conjunction with the programming sheet and overlays, customize Norstar to meet your office requirements. This section guides you using programming charts.

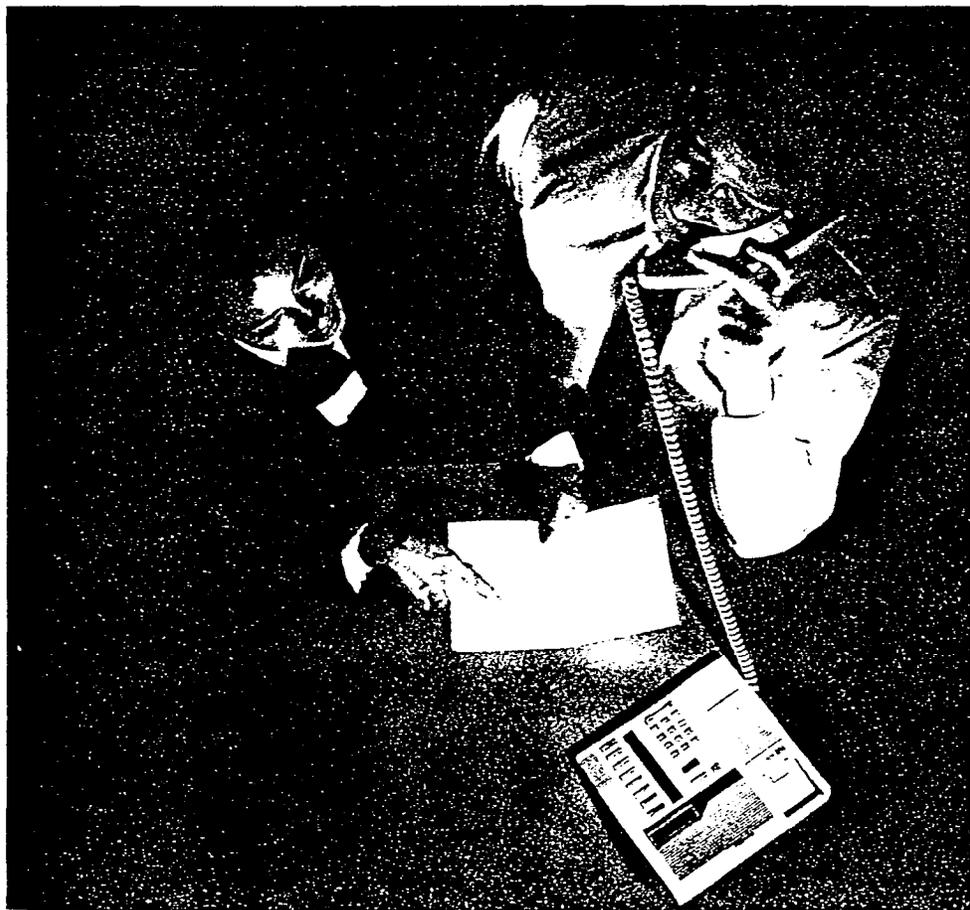
Introduction to Learning Administration

Intro
to
Learning
Admin

This section takes you through a sample Administration session.

There is no need to memorize the headings, sub-headings and choices, and the programming buttons, but you should become familiar with them. The better you understand the information, the easier your job will be.

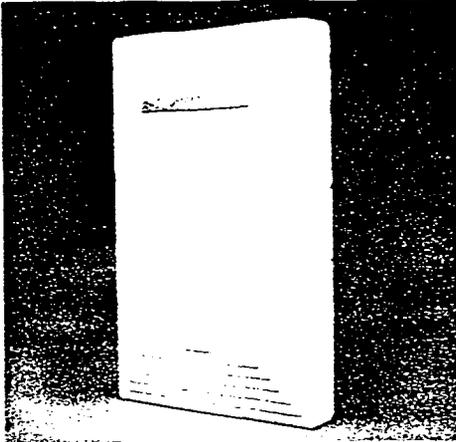
After completing the Sample Session, the program settings should be the same as they were when you started. Work at your own speed. It takes about thirty minutes to complete the learning section. If you don't have time to complete the session now, press the button to return the system to manual operation and complete the session at a later time.



Inspecting Your Norstar Office System

1. When the System is first installed, ask the installer to show you where the Key Service Unit (KSU) is located.
2. Verify the location of the emergency telephone.

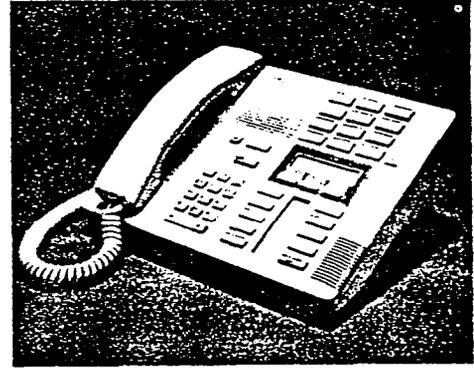
KSU



KSU- door open



M7208 phone



M7310 phone

Examining Your Phone

There are two types of Norstar® phones: Meridian® M7310 and Meridian M7208. Follow any special instructions that apply to the type you are using. Determine which of the two phones you have and locate the various buttons in the diagrams below.

M7310 Phone Layout

Dual-Memory Buttons

Speaker

Shift Button

RLs button

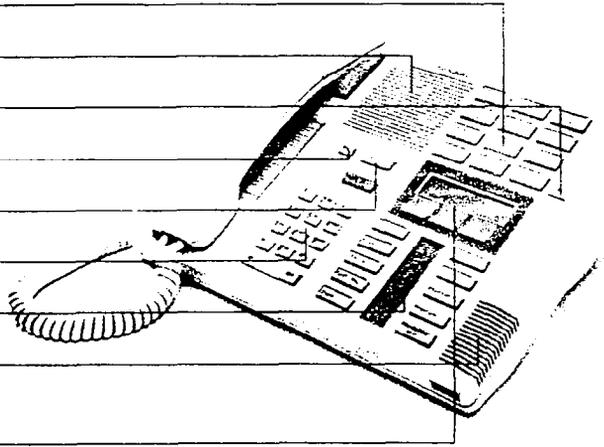
Feature button

Dial pad

Indicator for buttons

Microphone

Display & display buttons



M7208 Phone Layout

Speaker

RLs button

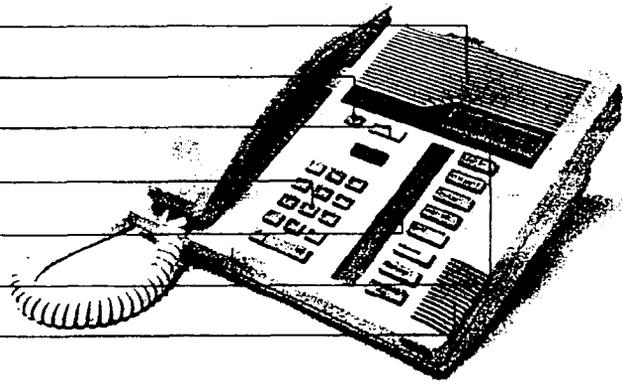
Feature button

Dial pad

Indicator for buttons

Display

Microphone



*Meridian Norstar is a trademark for Northern Telecom

The Overlay

- 1 Get the overlay for the type of phone you are using from the pocket in the back of this guide.
- 2 Put the overlay on your phone.

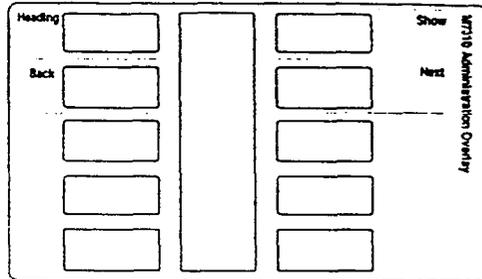
M7310 Phone

Locate these buttons using the overlay.

HEADING Button
BACK Button
SHOW Button
NEXT Button

This symbol (▶) is displayed beside an active button.

The bottom line of the display shows the labels CHANGE, COPY and BKSP above active display buttons.

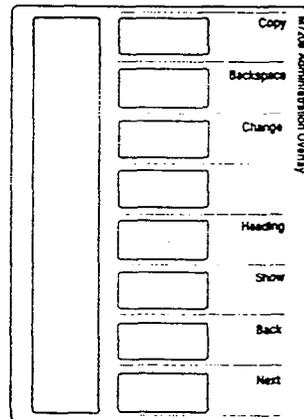


M7208 Phone

Locate these buttons using the overlay.

COPY Button
BACKSPACE Button
CHANGE Button
HEADING Button
SHOW Button
BACK Button
NEXT Button

This symbol (▶) is displayed beside an active button.



Buttons without the ▶ symbol are inactive. If you touch such a button, nothing happens.

The Programming Sheet

Intro
to
Learning
Admin

1. Get the Programming Sheet from the back of this guide. The Programming Sheet tells you which changes can be made.
2. Locate the words below on the Programming Sheet.

1. System Speed Dial	
2. Names	
3. Time and Date	

Administration has three main headings which are listed on the Programming Sheet. Become familiar with them when you do the Learning Administration Session.

Refer to the Programming Sheet as you go through the Learning Administration Session.

Learning Administration Session

This section takes you through the Administration program without making any specific changes. It familiarizes you with the programming process. Use of the Prime phone for Administration programming will take this phone out of normal telephony use. To start the Administration program, you must enter an Administration code.

Entering the Administration Code

Every Administration session is opened with the Administration Code. Your phone must be idle with no active calls.

Press	Display Shows
1 <input type="text" value="Feature"/>	<input type="text" value="Feature:"/>
2 <input type="text" value="* * 2 3 6 4 6"/> OR <input type="text" value="* * A D M I N"/>	<input type="text" value="Feature: **23646"/> <input type="text" value="1. Sys Speed Dial"/>

The System responds with the first of three main headings which are arranged in a loop in the Administration program. The main headings are Speed Dial, Names, and Time and Date. You can move back and forth from one heading and the next and enter data into each.

Moving Among the Three Main Administration Headings

Three main headings are used to program Administration: 1. System Speed Dial, 2. Names, and 3. Time and Date. After the Administration Code has been entered from the dialpad, the first heading, , automatically appears in the display. You can display the other two headings in turn by pressing the button as shown in the demonstration block on page 2-10. Try it now and note that when you press a third time, is displayed again.

To move from one Heading to the next, press the button.

In fact, you can also move backward through this list of three headings; just press the button.

To move back to a previous Heading, press the button.

Changing Information

Administrative information is changed in the Norstar system from each of the main headings. For example, let us see how to change Norstar's default time (1:00 am) and date (1 Jan., 1988). Press **Next** again until **3. Time and Date** is displayed. To "open" this function to set the time and date, press the **Show** button. The screen now displays **Time: _____**.

We now tell the system that we wish to change the time. This is done with the **Change** button. Press the **Change** button and the display shows the current hour, e.g. Hour:09. Press **Change** again, and the display shows, **Hour: _** The original setting is erased.

The correct time is entered from the dialpad. If the time is 3:46pm, press the **1** and **5** buttons on the dialpad. (Norstar uses the 24-hour clock so 3 pm becomes 1500 hours. The display, however, will continue to show 3:46.) With the hour entered, move to the next subheading by pressing the **Next** button. The next subheading is **Minutes: 46** (for example). Press **Change** and the display shows **Minutes: _** Enter the correct time. For example, for 46 minutes press the **4** and the **6**.

Press the **Heading** button and **Time:<15:46>** is displayed. Press the **Heading** button again and **3. Time and Date** is displayed.

To Move up to the Main Heading Level, press the **Heading** button.

Learning
Admin
Session

Moving to the Next Heading

To move from one heading to the next, or from one sub-heading to the next, press the button.

	Press	Display Shows
		<input type="text" value="1. Sys speed dial"/>
1	<input type="button" value="Next"/>	<input type="text" value="2. Names"/>
2	<input type="button" value="Next"/>	<input type="text" value="3. Time and Date"/>
3	<input type="button" value="Next"/>	<input type="text" value="1. Sys speed dial"/>
4	<input type="button" value="Next"/>	<input type="text" value="2. Names"/>

Moving Back to the Previous Heading

To move back to a previous heading, or back to a previous sub-heading, press the button.

	Press	Display Shows
		<input type="text" value="2. Names"/>
1	<input type="button" value="Back"/>	<input type="text" value="1. Sys speed dial"/>
2	<input type="button" value="Back"/>	<input type="text" value="3. Time and Date"/>
3	<input type="button" value="Back"/>	<input type="text" value="2. Names"/>
4	<input type="button" value="Back"/>	<input type="text" value="1. Sys speed dial"/>

Moving from a Heading to a Sub-heading

To move down to a sub-head level to enter data, press the button.

	Press	Display Shows
		<input type="button" value="3. Time and Date"/>
1	<input type="button" value="Show"/>	<input type="text" value="Time:"/>
2	<input type="button" value="Next"/>	<input type="text" value="Date:"/>



Moving from a Sub-heading to the Last Heading

To move from a sub-heading level back to its Heading, press the button.

	Press	Display Shows
		<input type="text" value="Date:"/>
1	<input type="button" value="Heading"/>	<input type="button" value="3. Time and date"/>

Erasing the Current Setting

Note: Once you have started this section of the learning session be sure to continue with the practice session to page 2-14. In this way, you will end the session with the original default settings.

Each sub-heading has several possible values and you have a choice of keeping an existing value or changing it. To go on to the next setting, press **Next**. To change a displayed setting, press the **Change** button; the existing value is erased and replaced with a blank field.

Learning
Admin
Session

	Press	Display Shows
		3. Time and Date
1	Back	2. Names
2	Show	Set 21: Set 21
3	Change	Set 21: _
4	Next	Set 22: Set 22
5	Heading	2. Names

Selecting Letters Through the Dialpad

Letters are selected from the dialpad buttons. For example, to select "J", press once; to select "K", press twice; to select "L", press three times. If you press a fourth time, you're back to "J".

	Press	Display Shows
		2. Names
1	Show	Set 21:Set21
2	Change	Set 21
3	5	Set 21:J
4	5	Set 21:K
5	5	Set 21:L
6	5	Set 21:J

Entering Letters

When you have selected the letter you wish to enter, you have to enter it into the system. To enter a selected letter, press the button.

Press	Display Shows
	<input type="text" value="Set 21:J"/>
1 <input type="text" value="#"/>	<input type="text" value="Set 21:J_"/>
2 <input type="text" value="3"/>	<input type="text" value="Set 21:JD"/>
3 <input type="text" value="3"/>	<input type="text" value="Set 21:JE"/>
4 <input type="text" value="#"/>	<input type="text" value="Set 21:JE_"/>

Learning
Admin
Session

Moving Back One Space to Overwrite

If you enter an incorrect letter, you can move back one or more spaces to overwrite it. To move back one space, press the button; to move back two spaces, press .

Press	Display Shows
	<input type="text" value="Set 21:JE_"/>
1 <input type="text" value="*"/>	<input type="text" value="Set 21:JE"/>
2 <input type="text" value="4"/>	<input type="text" value="Set 21:JG"/>
3 <input type="text" value="#"/>	<input type="text" value="Set 21:JG_"/>

Erasing the Previous Letter

If the last letter entered is incorrect, you can move back one space and erase it. Press the button. The abbreviation is .

	Press	Display Shows
		<input type="text" value="Set 21:JG_"/>
1	<input type="button" value="BKSP"/>	<input type="text" value="Set 21:J_"/>
2	<input type="button" value="BKSP"/>	<input type="text" value="Set 21:_"/>

Ending the Administration Session

When all data have been entered and all changes have been made, return Norstar to regular service. In fact, you can end the session at any time and return later to finish up. To end the Administration Session and save all data entered, press the button.

	Press	Display Shows
1	<input type="button" value="Next"/>	<input type="text" value="Set 22: Set 22"/>
2	<input type="button" value="Heading"/>	<input type="text" value="2. Names"/>
3	<input type="button" value="Ris"/>	<input type="text" value="End of session"/> <input type="text" value="<current time & date>"/>

This is the end of the Learning Administration session. If you feel confident, proceed to program your own system. If not, you may wish to repeat this section.

Introduction to Administration Programming

You are now ready to customize your Norstar office system. Administration Programming explains the defaults or pre-programmed values that are originally assigned to your Norstar system. With the use of the programming sheet (provided by the Installer), Job Aids from Orientation and overlays from the back of this Guide, you can customize your office system. When ready to make changes to your office system, follow the programming charts and procedures provided in this section.

Let your co-workers know when you are in Administration. They cannot program or use certain features while you are in Administration. The display appears with **Access Denied**. This same message appears if they cannot program a feature that is not available on the system.

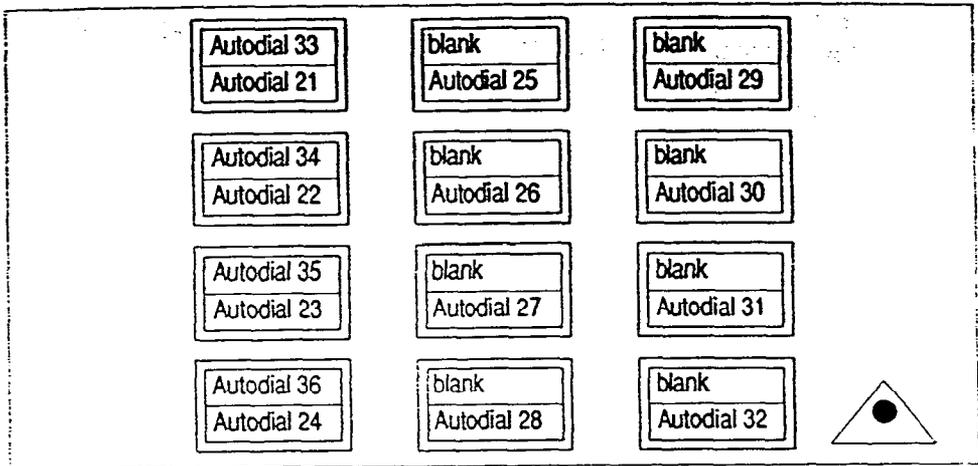
A small, dark, square logo with white text. The text is arranged in three lines: "Intro", "to", and "Admin Program". The background of the square is filled with a dense pattern of small white dots, creating a textured effect.

Intro
to
Admin
Program

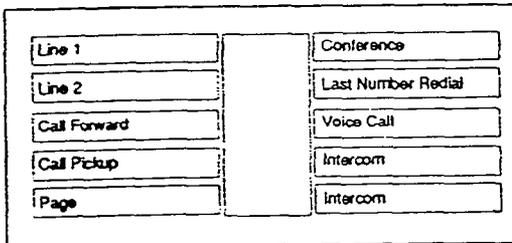
Phone Defaults

Defaults are pre-programmed values assigned to Norstar so that you have an operational phone system immediately upon installation. On each phone, a default feature is assigned to each button that is not used as a line, intercom or **Handsfree Mute**. Use the Button Inquiry feature **Feature** ***** **0** to check the function of each memory button. The dual-memory buttons on the M7310 phone have the following intercom numbers programmed on them, making them inside autodial buttons. Pressing an inside autodial button to a phone that is not connected to the system will bring up a "Not in service" message on your display.

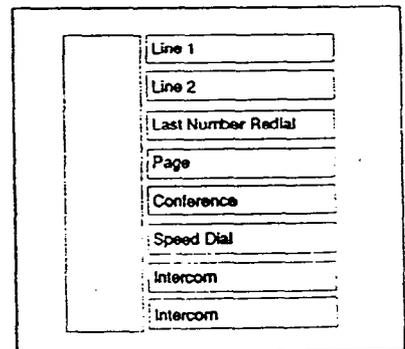
M7310 Dual-Memory Buttons (defaults)



M7310 Phone Memory and Line Buttons Square Defaults



M7208 Phone Memory and Line Buttons Square Defaults



Note: Phone users can reprogram any default settings. However, line buttons (inside and outside) and **Handsfree** if given, cannot be replaced by the user.

Making Choices

The default values for your Norstar Office System allow you to use it right away. However, customizing allows you to arrange the system to meet specific office needs. Norstar has been designed to be changed easily. You can set the system up and then modify it later as required.

Make changes in the Administration program using the Programming Sheet, Phone Overlays and the programming charts and procedures for each heading.

Programming Sheet

When you have to make changes to your Norstar Office System, use a Programming Sheet. Your Installer will give you the up-to-date programming sheets with specific office customization filled in. After changing the system, make sure you have an up-to-date record including the latest changes. You should keep a record of the phone numbers and features assigned to each phone.

When you're asked to make a change, check the current settings by going into the Administration settings or by using **Feature** ***** **0** (Button Inquiry) for each phone.

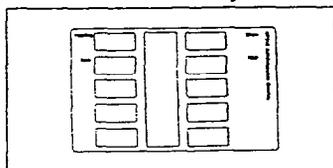
If a setting already in place is requested, make sure the person knows how to use the feature. Use *Feature Operation* to help you.



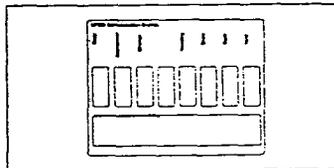
Phone Overlays

When using or making changes to Administration, get the correct overlay from the back pocket of the *System Coordinator's Guide*.

M7310 overlay



M7208 overlay



These overlays fit over the buttons on your phone. The buttons take on new functions (the function names of the overlays) during a programming session.

Enter Administration Access Code:

1. Press **Feature** ***** **2** **3** **6** **4** **6** .

OR

Press **Feature** ***** **A** **D** **M** **I** **N** to enter the Administration program.

How to Program

The following pages will help you make changes in Administration.

Remember, you can get a result only by pressing the buttons with ► beside them when using the overlays. If you want to explore the system on your own, use the **Next**, **Back**, **Show**, **Heading** and dialpad buttons. Settings are not changed unless you press the **Change** button. Remember to use your phone overlay and refer to the display.

System Coordinator Notes: (use this space to make any notes you may have about programming Administration).



The features affected in each heading are listed in *italics* located at the bottom of the text on the hints page.

Allocating System Speed Dial Numbers

Program frequently-used telephone numbers into System Speed Dial codes. Instead of dialing these 30 telephone numbers on a regular basis, everyone on the Norstar system can access these numbers by using the assigned two-digit code instead of the full number.

The telephone number assigned to each Speed Dial code can be up to 16 digits long. The System Speed Dial codes range from 41 to 70.

Enter System Speed Dial numbers such as your corporate lawyer's phone number, your warehouse number, and your shipping/distribution phone number into this Speed Dial number list. These are quick access numbers required daily by your organization.

Make sure that everyone in the office has a copy of the Speed Dial codes and the phone numbers assigned to each code.

Use the System Speed Dial chart to keep track of the system numbers from *Norstar Orientation*.

Getting Started

After entering the Administration Code, **Feature** , the system displays . To display the first Speed Dial #41, press **Show**. To enter the phone number, press **Change** and press the dialpad buttons to enter the phone number. To display Speed Dial #42, press **Next** and so on until you have completed the list.

Perform Speed Dial programming in conjunction with the telephone display, programming sheet, overlay and with the programming chart on page 2-20.



System Speed Dial feature allows faster two-digit access to the frequently-used phone numbers in your office.

1. System Speed Dial Programming

The following chart lists the step by step process to storing telephone numbers into 2 digit fast access, System Speed Dial memory bins (41 - 70).

Note: Each telephone number entered can be a maximum of 16 digits in length.

Press	Display Shows
	<Current Time & Date>
1 Feature ** 2 3 6 4 6	1. Sys speed dial
2 Show	#41: <current # or blank>
3 Change	#41: _
4 Enter <number>	#41: <number>
5 Next	#42: <current # or blank>
6 Change	#42: _
7 Enter <number>	#42: <number>
8 Next	
	#70: <number>
Next	2. Names
Ris	End of session
	<Current Time & Date>



Assigning Co-workers' Names to Phones

Enter up to seven letters, including spaces, for each user name. This name appears on the display during inside calls. You can see the name of the person who is calling you or whom you are calling. It's more direct and personal if you fill in the names of people in your organization beside the intercom numbers assigned to them.

You can easily address people by their name when you've forgotten it because it appears temporarily on the display in front of you. If no name is entered for a phone, its set number appears automatically on the display. These names appear on the dual-memory buttons of the M7310 phone. You have to distribute a list of the intercom numbers and corresponding names to the M7208 phone users. When a person with the M7208 phone makes a call using intercom, they press **[Intercom]** and dial the appropriate two-digit number (21-36).

Notice that the letters 'Q' and 'Z' are found on the **[0]** (zero) button on the dialpad.



Getting Started

After entering the Administration Code, **[Feature]** **[*]** **[*]** **[2]** **[3]** **[6]** **[4]** **[6]**, the system displays **[1. Sys Speed Dial]**. To display **[2. Names]**, press **[Next]**. To display Phone #21, press **[Show]**. To enter the name, first press **[Change]** and then enter the person's name through the dialpad. If you have problems entering the name, refer back to the learning section on page 2-12.

Perform Names programming in conjunction with the telephone display, the programming sheet, the overlays, and with the programming chart on page 2-22.



How to
Program

2. Names Programming

The following chart lists the step by step process to assigning user names to each phone in the Meridian Norstar system.

Note: Letters are entered from the dialpad buttons. For example, to enter "P", press the number "7" once; to enter "R", press the number "7" twice; to enter "S", press the number "7" three times. After each letter entered, press the "#" button to move the cursor, on the display, over one space.

	Press	Display Shows
		<Current Time & Date>
1	Feature ** 2 3 6 4 6	1. Sys speed dial
2	Next	2. Names
3	Show	Set 21: <current name>
4	Change	Set 21: —
5	Enter <name>	Set 21: <name>
6	Next	Set 22: <current name>
7	Change	Set 22: —
8	Next	
		Set <n>: <current name>
	Heading	2. Names
	Rls	End of session
		<Current Time & Date>

How to
Program

Entering Administration:

1. Release all calls on your M7324 or M7310 telephone. Indicators for calls on other telephones stay ON.
2. Enter the following code: *
3. If the display changes to , enter the Administration password. If the proper password is entered, the display changes to and three triangular indicators ► appear on the LCD panel between the rows of buttons.
If no password is required, the display and the indicators appear as soon as the Administration code is entered.
4. Place the Overlay over the four buttons pointed to by the indicators.
5. Press twice. The display changes to You are now at the starting point for each of the following procedures.

Norstar
Administration

To change the Time:

Begin with on the display, then follow the steps below. This example uses the setting 3:45 pm, March 31, 1989.

1. Press The display shows
2. Press The display shows If you do not wish to change this setting, go to step 5 below.
3. Press The previous Hour setting is erased.
4. Enter the desired digit(s) from the dialpad.
5. Press The display shows If you do not wish to change this setting, go to step 8 below.
6. Press The previous Minutes setting is erased.
7. Enter the desired digit(s) from the dialpad.
8. Press If the display shows , follow step 11 below.
If the display shows or , follow step 9 below.
9. Choose the proper AM / PM setting by pressing the display button.
10. Press The display shows
11. Proceed to change the date or follow the Exit procedure on the next page

To change the Date:

Begin with on the display, then follow the steps below. This example uses the setting 3:45 pm, March 31, 1989.

1. Press The display shows
2. Press The display shows
3. Press The display shows the Year in two-digit format: If you do not wish to change this setting, go directly to step 6 below.
4. Press The previous setting is erased.
5. Enter the last two digits of the desired year.
6. Press The display shows If you do not wish to change this setting, go directly to step 9 below.
7. Press The previous setting is erased.
8. Enter the desired digit(s) from the dialpad.
9. Press The display shows If you do not wish to change this setting, go directly to step 12 below.
10. Press The previous setting is erased.
11. Enter the number of the desired date.
12. When you are finished, follow the Exit procedure below.

Time and Date Exit procedure:

To move to other Administration tasks:

1. Press twice. The display shows
2. Press or to move to another heading.

To Exit from Administration:

1. Press .

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Config**

Configuration

This function allows you to enter data on Lines, Sets, Call Handling, Restrictions, and Overrides. The installer sets the Line function for you.

Remember, however, that when a Configuration session is underway, your phone cannot be used to make or receive call nor can your co-workers program their office phones.

Learning Configuration

This section is essentially a practice session that gets you started in Configuration programming. If you run through the button sequences one time to become familiar with the process and the settings, you should end up with the original default settings. If you perform these button sequences after initial programming has been completed, the copy button sequence on page 3-12 can result in changes.

Configuration Programming

When you feel comfortable with the process, you can enter Configuration and, in conjunction with the programming sheet and overlays, customize Norstar to meet your specific office requirements.

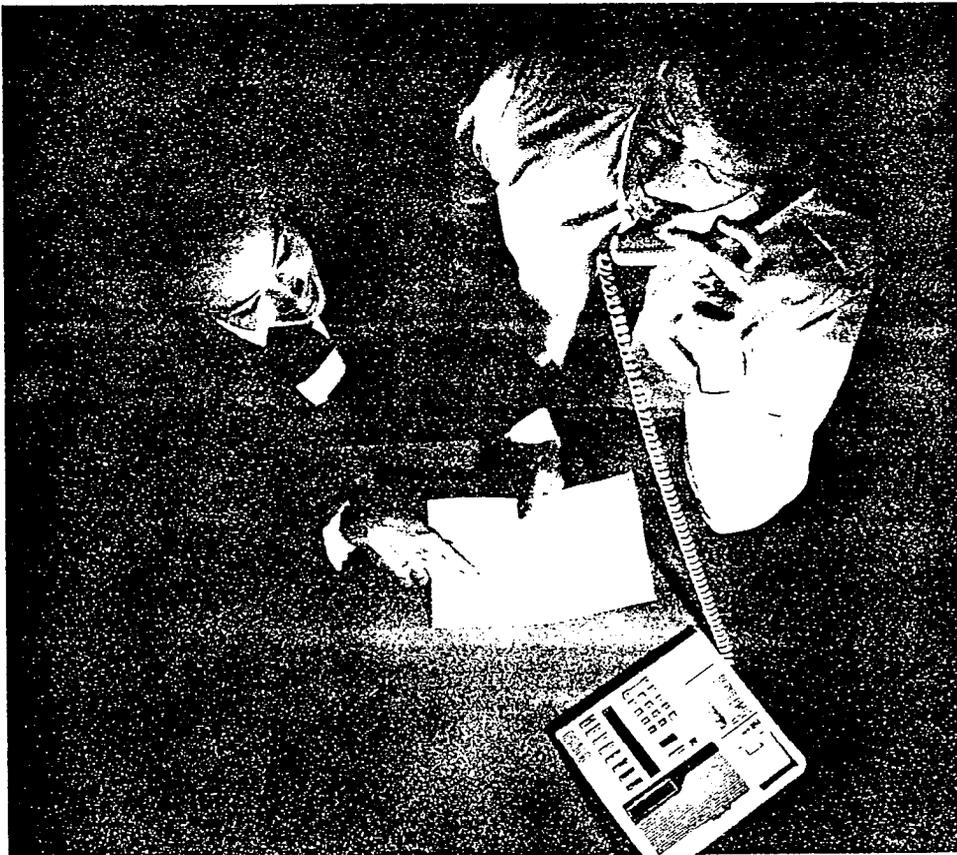
Introduction to Learning Configuration

This section explains the phones and tools you need to perform configuration.

You only need to run through this once before going to make actual changes to Configuration programming.

There is no need to memorize the headings, sub-headings and choices, and the programming buttons, but you should become familiar with them. The better you understand the information, the easier your job will be.

If you follow the Sample Configuration Session, the program settings should be the same as they were when you started. Work at your own speed. It takes about thirty minutes to complete the learning section. If you don't have time to complete the session, press the button. You can begin it again later.



Examining Your Phone

There are two types of Norstar phones: Meridian* M7310 and M7208. Follow any special instructions that apply to the type you use from the user cards and from this Guide. Determine which of the two phones you have and locate the various buttons below.

**Learning
Config**

M7310 Phone Layout

Dual-Memory Buttons

Speaker

Shift Button

RLs button

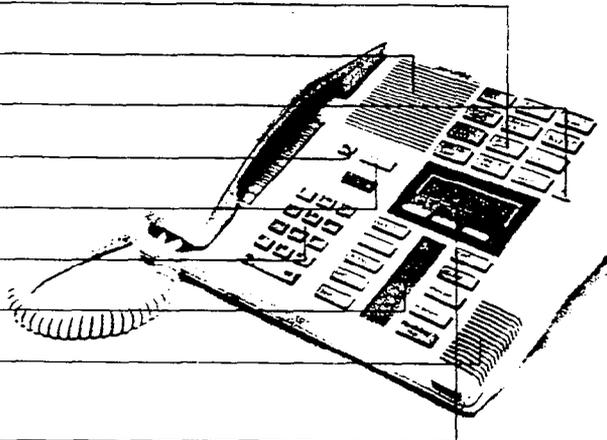
Feature button

Dial pad

Indicator for buttons

Microphone

Display & display
buttons



M7208 Phone Layout

Speaker

RLs button

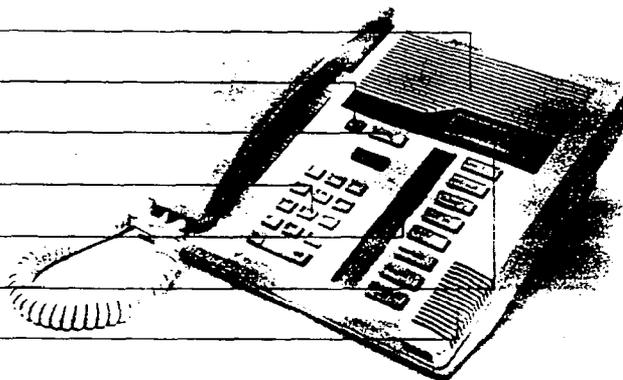
Feature button

Dial pad

Indicator for buttons

Display

Microphone



*Meridian Norstar is a trademark for Northern Telecom

The Phone Overlay

- 1 Get the phone overlay for the type of phone you use from the pocket at the back of this Guide.
- 2 Put the overlay on your phone.

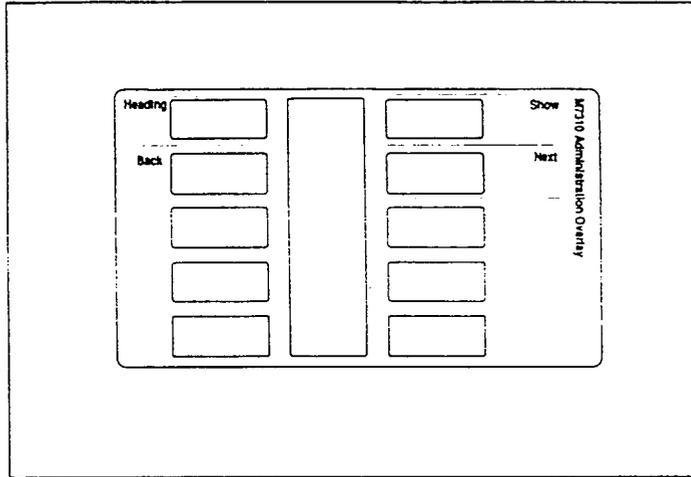
M7310 Phone

Locate these buttons using the overlay.

HEADING Button
BACK Button
SHOW Button
NEXT Button

This symbol (▶) is displayed beside an active button.

The bottom line of the display shows the labels CHANGE, COPY and BKSP above active display buttons.

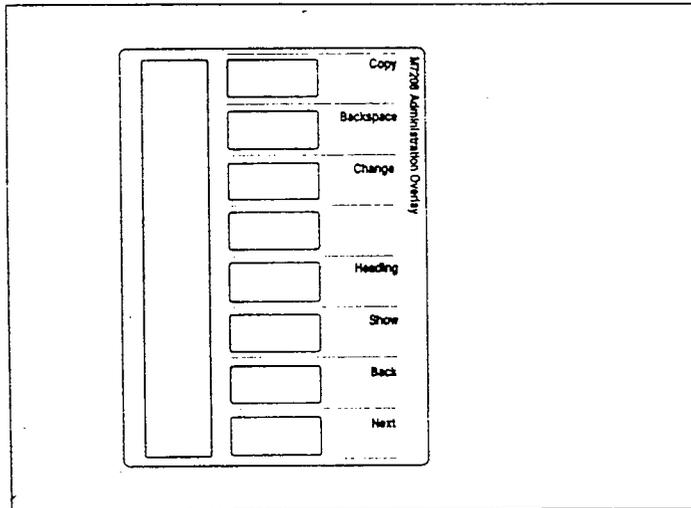


M7208 Phone

Locate these buttons using the overlay.

COPY Button
BACKSPACE Button
CHANGE Button
HEADING Button
SHOW Button
BACK Button
NEXT Button

This symbol (▶) is displayed beside an active button.



Buttons without the ▶ symbol are inactive; if you touch such a button, nothing happens.

The Programming Sheet

Learning Config

1. Get the Programming Sheet from the Installer.
The Programming Sheet tells you which changes to make.
2. Locate the word Configuration below on the Programming Sheet.

2. Sets	_____	
3. Call Handling	_____	
4. Restrictions	_____	
5. Overrides	_____	

The first section of the Programming Sheet deals with Configuration. Configuration has five main headings which are listed on the Programming Sheet. Become familiar with them when you do the Learning Configuration Session. The headings are:

1. Lines (is for the installer only and does not appear on the programming sheet)
2. Sets
3. Call Handling
4. Restrictions
5. Overrides.

Refer to the Programming Sheet as you go through both the Learning Configuration Session and the explanation of Default.

Learning Configuration Session

You only need to go through this practice session once. You won't need to go back to this once familiar with the program. Start this practice session by entering the Configuration Program. Have your programming sheet and overlays in front of you. Use of the Prime phone for Configuration programming will take this phone out of service.

Entering the Configuration Code

A Configuration session is opened with a Configuration Code.

Press	Display Shows
1. Feature	Feature: _____
2. * * 2 6 6 3 4 4 OR * * C O N F I G	Feature: **266344 1. Lines



The System responds with the first of five main headings arranged in a loop in the Configuration program. The main headings are: 1. Lines, 2. Sets, 3. Call Handling, 4. Restrictions and 5. Overrides. You can move back and forth from one heading and the next and enter data into each.

Moving Among the Five Main Configuration Headings

Five main headings are used to program Configuration: 1. Lines, 2. Sets, 3. Call Handling, 4. Restrictions and 5. Overrides. After the Configuration Code has been entered from the dialpad, the first heading automatically appears in the display. You can display the other four headings in turn by pressing the button as shown in the demonstration block on the next page. Try it now and note that when you press a fifth time, is displayed again.

To move from one Heading to the next, press the button.

In fact, you can also move backward through this list of five headings: just press the button.

Changing Configuration Information

Configuration information is changed in the Norstar system from each of four main headings (1. Lines is completed by the installer). For example, suppose you wish to tell Norstar which outside lines are to be assigned to one of the phones, say, #21. Press **Next** to display **2. Sets**. To "open" the "sets" function to assign lines, press the **Show** button. The screen now displays **Show Set: (21, 22,...)**.

To open a function to change information, press the **Show** button.

The term set means the same as phone.

Information is entered into the system from the dialpad. From the dialpad, press the **2** and the **1** buttons. The display automatically changes to show **Line Assignment**.

To enter information into the system, press the dialpad buttons.

Line Assignment is a subheading and is also opened with the **Show** button. Press **Show** and the display changes to **Line 1:Y**. Y(es) means that phone #21 has a line 1 assigned to it. That assignment can be changed to N(o) with the **Change** button.

To change information from one value to another, press the **Change** button.

Leave the display showing **Line 1:Y** and move to the next subheading with the **Next** button. The display now shows **Line 2:Y**. Press the **Change** button twice to change Y to N and back to Y. The Norstar system can supply up to six lines and when you are actually programming Configuration, you can assign lines as required to each phone in your office. For now, return to the Main Heading with the **Heading** button.

To move up to the Main Heading, press the **Heading** button until **2. Sets** is displayed.

The task of programming Configuration can be shortened by copying the characteristics established for one phone to all phones sharing those same characteristics. How to copy a group of values from one phone to other phones is explained later in this training configuration session.



Changing the Current Setting

Each sub-heading may have several possible values and you have a choice of keeping the existing value or changing it. The field following the colon, for example, `Line 1:Y`, contains one of two or more possible settings. The full range of choices is contained in a loop and the setting displayed first is the current setting. To change a current setting, press the `Change` button until the setting you want is displayed. If you go past the desired setting, cycle through the loop until the setting you want is displayed again.

	Press	Display Shows
1.	<code>Heading</code>	<code>2. Sets</code>
2.	<code>Show</code>	<code>Show set: _</code>
3.	<code>2 1</code>	<code>Line assignment</code>
4.	<code>Show</code>	<code>Line 1: Y</code>
5.	<code>Change</code>	<code>Line 1: N</code>
6.	<code>Change</code>	<code>Line 1: Y</code>
7.	<code>Back</code>	<code>Line assignment</code>
8.	<code>Back</code>	<code>Show set: _</code>
9.	<code>Heading</code>	<code>2. Sets</code>



Copying Information from One Phone to Another Phone

CAUTION: If using the copying sequence below as a learning exercise, only copy to sets that are not in service. Copying to sets that are in service could result in changes to programming.

When you have finished configuring one set, the values entered for , , and can be copied to other sets. This means you don't have to enter the same data over and over for each phone using an identical configuration. To copy configuration data from one set to another, press the button.

Learning
Config
Session

Press	Display Shows
	<input type="text" value="2. Sets"/>
1. <input type="button" value="Copy"/>	<input type="text" value="Copy from set:_"/>
2. <input type="text" value="2"/>	<input type="text" value="Copy from set:2_"/>
4. <input type="text" value="3"/>	<input type="text" value="Copy to set:_"/>
5. <input type="text" value="2"/>	<input type="text" value="Copy to set:2_"/>
6. <input type="text" value="2"/>	<input type="text" value="Copied 23 to 22"/>
	<input type="text" value="Copy to set:_"/>

Copying Information from One Phone to Other Phones

The Configuration data entered for , , and for one set can be copied to more than one set.

Press	Display Shows
	<input type="text" value="Copy to set:_"/>
1 <input type="text" value="2"/>	<input type="text" value="Copy to set:2_"/>
2 <input type="text" value="4"/>	<input type="text" value="Copied 23 to 24"/>
	<input type="text" value="Copy to set:_"/>
3 <input type="button" value="Back"/>	<input type="text" value="Copy from set:_"/>

Ending the Learning Configuration Session

When information has been entered and all changes have been made, return Norstar to regular service. In fact, you can end the session at any time and return later to finish up. To end the Configuration Session and save everything entered, press the **Rls** button.

	Press	Display Shows
		Copy from set:_
1	Heading	2. Sets
2	Rls	End of session
		Time Date



Introduction to Configuration Programming

This section contains programming charts to help you program your own office system. Use it as a Configuration programming reference.

System Defaults

The term "Default" refers to values or settings pre-programmed into the system. Default values, which provide you with a fully operational system when first installed, are usually changed when you customize Norstar. As you moved through the Configuration program in *Learning Configuration*, you saw the settings for line assignment for set 21.

For example:

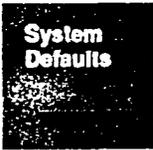
Line 1: Y

Line 1: N

The preset settings are indicated after the . These settings are called the default values. The defaults for a Norstar Office System with a Square template and two outside lines are presented in bold type on your Programming Sheet. If changes have been made by the installer in the System Startup program, or Lines Configuration the settings may be different than those in bold. The installer will notify you if these default settings have changed.



Intro
to
Config
Prog



System
Defaults

Phone Defaults

On each phone, a default feature is assigned to each button that is not used as a Line, Intercom or

Handfree
Mute

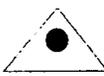
. Use the Button Inquiry feature

Feature
* 0

 to check the function of each memory button. The dual-memory buttons on the M7310 phone have the following intercom numbers programmed on them, making them inside autodial buttons. Pressing an inside autodial button to a phone that is not connected to the system will bring up a "Not in service" message on your display.

M7310 Dual-Memory Buttons (defaults)

Autodial 33 Autodial 21	blank Autodial 25	blank Autodial 29
Autodial 34 Autodial 22	blank Autodial 26	blank Autodial 30
Autodial 35 Autodial 23	blank Autodial 27	blank Autodial 31
Autodial 36 Autodial 24	blank Autodial 28	blank Autodial 32



M7310 Phone Memory and Line Buttons Square Defaults

Line 1	Conference
Line 2	Last Number Redial
Call Forward	Voice Call
Call Pickup	Intercom
Page	Intercom

M7208 Phone Memory and Line Buttons Square Defaults

Line 1
Line 2
Last Number Redial
Page
Conference
Speed Dial
Intercom
Intercom



Note: Phone users can reprogram any default settings. However, line buttons (inside and outside) and

Handfree
Mute

 if given cannot be replaced by the user.

Making Choices

The default values for the Norstar Office System allow it to be used right away. However, customizing allows you to arrange the system to meet specific office needs. Norstar has been designed to be changed easily. You can set the system up and then modify it later as required.

Make changes in the Configuration program using the Programming Sheet, Phone overlays and the programming charts.

Programming Sheet

When you have to make changes to a Norstar Office System, use the Programming Sheet. You may be given a completed Programming Sheet from the installer or your service representative. After changing the system, make sure you have an up-to-date record including the latest changes. You should keep a record of the phone numbers and features assigned to each phone.

When you are asked to make a change from the Programming Sheet, check the current settings of the features by going into the Configuration program or by using to see each phone setting.

If a setting already in place is requested, make sure the person knows how to use the feature.

Phone Overlays / Access Code

You may or may not be in Configuration at this point. If not, with the Phone overlays and Programming Sheet in front of you, enter the configuration code:

1.

OR

appears on the display which is the first heading in Configuration. Ignore this and continue on to the next heading with the button.

appears.

How to Program Configuration

The following pages will help program Configuration.

Remember, you can get a result only by pressing the buttons with ► beside them. If you want to explore the system on your own, use the **Next**, **Back**, **Show**, **Heading** and dial pad buttons. Changes to the settings are not made unless you press the **Change** button. Remember to use your phone overlay.

There are helpful suggestions and programming charts for each of the five main headings in Configuration.

System Coordinator Notes: (Use this space to make any notes you may have about programming Configuration).

1. Lines

The installer will configure for your office. You do not have to worry about this heading. Carry on to the next heading by pressing the button. Follow the procedures and programming charts presented on 3-20 to 3-23 for ..

1. Lines Programming

The following chart lists the step by step process for assigning programming options to the outside lines connected to the Meridian Norstar system.

Press	Display Shows
	<Current Time & Date>
1 Feature ** 2 6 6 3 4 4	1. Lines
2 Show	Show line: __
3 Enter <line #>	Type: <current value>
4 Change	Type: <next value>
5 Next	Mode: <current value>
6 Change	Mode: <next value>
7 Next	Aux. Ringer:<current value>
8 Change	Aux. Ringer: <next value>
9 Next	Auto-hold: <current value>
10 Change	Auto-hold: <next value>
11 Next	Show line: __
12 Enter <line #>	Type: <current value>
13 Change	Type: <next value>
14 Next	
	Show line: __
Heading	1. Lines
Rls	End of session
	<Current Time & Date>



Note: This chart is for the installer only.

2. Sets

You can customize: (for all phones or on a phone by phone basis.)

Line Assignment	Full Handsfree
Ringing Lines	Answerback
Use Line Pool	Pickup Group
Intercom Keys (buttons)	Receive Page
Prime Line	Auxiliary Ringer

Getting Started:

After entering the Configuration Code, * * , the system displays . Continue with the and buttons to display, in turn, , and . The Set identification is a number (21 to 36) assigned to each phone when the system was installed. From the dialpad, press the two-digit number of the first phone to be configured and the system responds with .

Perform Set programming procedures in conjunction with the telephone display, the programming sheet, the overlays, and with the charts on pages 3-21 and 3-23. In the programming displays, =Yes and =No.

Line Assignment:

Each phone can have up to the maximum number of lines assigned to it. As you display each line in turn, select Y to activate that line on this phone, N to deactivate it.

Ringing Lines:

Each line can be made to ring and flash or to just flash. Select Y to have a line ring and flash, N to have it flash only.

Set means the same as phones.

2. Set Programming

The following chart lists the step by step procedures for assigning parameters to Sets. This chart has you press the **Change** button once for each parameter. However, if the value you want does not appear, continue pressing the **Change** button until it appears on the display, then press the **Next** button to continue.

Note: Refer to your Programming Sheet for the values available for each parameter.

	Press	Display Shows
		<Current Time & Date>
1	Feature **266344	1. Lines
2	Next	2. Sets
3	Show	Show set: __
4	Enter <set #>	Line assignment
5	Show	Line 1: <current value>
6	Change	Line 1: <next value>
7	Next	Line 2: <current value>
8	Change	Line 2: <next value>
9	Next	Ringing lines
10	Show	Line 1: <current value>
11	Change	Line 1: <next value>
12	Next	Line 2: <current value>
13	Change	Line 2: <next value>



2. Sets

Use Line Pool:

Select Y to allow this phone to access the Line Pool, N to disallow access.

Intercom Keys:

Assign , 1, or 2 intercom buttons to this phone.

Prime Line:

Indicate whether or not this phone is to have a Prime Line assigned to it. If not, select None. If yes, select one of 1, 2 ... , Pool, or IC (Intercom).

Full Handsfree:

The Handsfree feature allows users to place or answer calls without picking up the receiver. Select Y to activate Handsfree for this phone, N to deactivate it.

Answerback:

Answerback allows users to answer a Voice Call without touching the phone. A tone is sounded periodically to remind users that the microphone is on. The tone can be turned off by lifting the receiver or by pressing the Handsfree Mute button. Select Y to activate Answerback for this phone, N to deactivate it.

Pickup Group:

Each member of a Pickup Group may answer inside or outside calls ringing at other phones in the group. You may establish up to four pickup groups merely by assigning phones to them. When Pickup Group: is displayed, assign a phone to a group by entering a group number 1, 2, 3, or 4.

Receive Page:

Select Y to allow this phone to receive pages, N to prevent it.

Aux. Ringer:

If auxiliary equipment has been installed by your company, select Y to have this phone ring the auxiliary ringer, N to prevent it.



2. Set Programming (con't)

	Press	Display Shows
14	Next	Use line pool: <current value>
15	Change	Use line pool: <next value>
16	Next	Intercom keys: <current value>
17	Change	Intercom keys: <next value>
18	Next	Prime line: <current value>
19	Change	Prime line: <next value>
20	Next	Full handsfree: <current value>
21	Change	Full handsfree: <next value>
22	Next	Answerback: <current value>
23	Change	Answerback: <next value>
24	Next	Pickup group: <current value>
25	Change	Pickup group: <next value>
26	Next	Receive page: <current value>
27	Change	Receive page: <next value>
28	Next	Aux. Ringer: <current value>
29	Change	Aux. Ringer: <next Value>
30	Next	Show set: __
		Show set: __
	Heading	2. Sets
	Rls	End of session
		<Current Time & Date>

3. Call Handling

Call Handling establishes system-wide parameters.

Getting Started:

After entering the Configuration Code, , the system displays . Press the button twice to display . Press the button to display the first subheading, . Perform Call Handling programming procedures in conjunction with the telephone display and with the charts on pages 3-25 and 3-27. In the programming displays, =Yes and =No.

Held Reminder:

Held reminder consists of a periodic tone to remind users when a call has been on hold for an excessive period of time. Select Y to activate the tone, N to deactivate it.

Remind Delay:

Sets the time in seconds to the first Held Reminder tone. If Held Reminder is not activated, this prompt is not displayed.

Prime Set:

The prime phone, #21, will act as a central answering position if programmed to do so. Select Y to activate the Prime Set feature, N to deactivate it.

Ring Transfer:

If an outside line is not answered by three rings, the prime phone rings too. If the Prime Set feature is not activated, this prompt is not displayed.

On Hold:

Select Music, Tones, or Silence to be heard by outside callers on hold. Select Music only if a source of music has been connected.



3. Call Handling Programming

The following chart lists the step by step process for establishing system wide parameters. This chart has you press the **Change** button once for each parameter. However, if the value you want does not appear, continue pressing the **Change** button until it appears on the display, then press the **Next** button to continue.

Note: Refer to your Programming Sheet for the values available for each parameter.

Press	Display Shows
	<Current Time & Date>
1 Feature ** 2 6 6 3 4 4	1. Lines
2 Next	2. Sets
3 Next	3. Call handling
4 Show	Held reminder: <current value>
5 Change	Held reminder: <next value>
6 Next	Remind delay: <current value>
7 Change	Remind delay: <next value>
8 Next	Prime set: <current value>
9 Change	Prime set: <next value>
10 Next	Ring transfer: <current value>
11 Change	Ring transfer: <next value>
12 Next	On hold: <current value>
13 Change	On hold: <next value>
14 Next	



Chart continued on 3 - 27

3. Call Handling

Night Set:

Select the phone (intercom #) to be designated to ring after hours. Enter the 2-digit number through the dialpad.

Night Ringer:

Allows the Auxiliary signal to function when Night Service is activated. Select Y.

Background Music:

Background music plays through the speaker while the phone is not in use if a music source has been connected. This Music source, for example a radio, must be provided by you. Select Y to activate it , N to deactivate it.

Link Time:

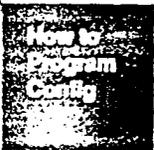
If you are behind either a Centrex or a Private Branch Exchange (PBX), you can program the Link sequence on a system-wide basis for the Reach-Through feature. The default value is 600 milliseconds; change it only if there is reason to. It is recommended that a trained technician be consulted before you make changes to the Link time.

Tone Time:

Tone time is the Dual-Tone Multifrequency (DTMF) tones generated for Access or (End-to-End), Signalling on outside lines. DTMF tones alert a remote device or alternate carriers such as Sprint or MCI. The default value is 120 milliseconds; change it only if there is good reason to do so. It is recommended that a trained technician be consulted before you make changes to the Tone time.

Executive Password:

Anyone with the 3-digit Executive Password can override the Restrictions table. Enter or change the 3-digits through the dialpad. Make a note of the password since it is in your control.



3. Call Handling Programming (con't)

	Press	Display Shows
		Night set: <current value>
15	Change	Night set: —
16	Enter <set #>	Night set: <new value>
17	Next	Night Ringer: <current value>
18	Change	Night Ringer: <next value>
19	Next	Backgrnd music: <current value>
20	Change	Backgrnd music: <next value>
21	Next	Link time: <current value>
22	Change	Link time: <next value>
23	Next	Tone time: <current value>
24	Change	Tone time: <next value>
25	Next	Exec. password
26	Change	New password: —
27	Enter <3 digits>	New password: <3 digits>
28	Next	4. Restrictions
29	RI	End of session
		<Current Time & Date>

4. Restrictions

Restrictions are a list of numbers that some or all telephones can be prevented from calling. The default restrictions list consists of 0, 1, 4 1 1, 1 * 1 *, and 1 * 0 * but you can add up to five other restrictions (total of ten). The symbol * represents any number.

For example, * * * * * will prevent any or all phones from dialing any long distance number. Restrictions can be applied to lines, but they are usually applied to phones.

The Restrictions are listed in and applied selectively to individual phones (and lines if required).

Getting Started:

When you enter the Configuration Code, , the system responds with: . Press the button three times until is displayed. To display , press the button.

Perform Restriction programming procedures in conjunction with the telephone display, the programming sheet, the overlays, and with the chart on page 3-29. In programming displays, = Yes and = No.

Table Entries:

Table Entries contain the default list of restrictions. Add other restrictions as dictated by the circumstances in your office. Each Table Entry is allowed a maximum of eight digits.

Applied to Lines:

Restrictions are not usually applied to lines and by default, all lines are free of restrictions. If you wish to apply restrictions to lines, display each line in turn and select Y for those restrictions to be applied to it. If the same group of restrictions applied to one line are to be applied to another line, or other lines, use the button.

Applied to Sets:

Display each phone in turn and select Y for those restrictions to be applied to it. If the same group of restrictions applied to one phone are to be applied to another phone, or other phones, use the button.

- Night Service**
 All external, incoming calls to a prime phone ring at the Night Service phone also. Only a prime phone can use Night Service.
- Feature 8 7
 End Night Service.
-
- Page**
 Make an announcement through the Norstar phone speaker in your office.
- Feature 6 1
 Make an announcement through your (optional) external speaker.
- Feature 6 2
 Feature 6 3
 Make an announcement through both the phone speakers and external speaker.
- Feature 6 0
 Enter this code to make an announcement through the phone speakers, external speaker or both.
-
- Restriction Override**
 Dial this code and a password to override restrictions on your office phones. See your System Coordinator for information.
- Feature 6 8
-
- Ring Again**
 Find out when a busy phone in your office becomes free, or when an unanswered office phone is next in use, so you can call back. Cancel the Ring Again you have set.
- Feature 2
 Feature # 2
-
- Send Message**
 Send a message so a co-worker will call you back.
 Cancel the sent message.
 Call back a co-worker who sent you a message.
- Feature 1
 Feature # 1
 Feature 6 5
-
- Speed Dial**
 Enter this code before using a Speed Dial code for fast dialing.
- Feature 0
-
- Voice Call**
 Make a Voice Call instead of a ringing call to another office phone.
- Feature 6 6
-
- Voice Call Deny**
 Prevent your phone from receiving Voice Calls.
 Cancel the Voice Call Deny so that you can receive Voice Calls.
- Feature 8 8
 Feature # 8 8
-
- The following features are used to access Centrex/PBX features:
- Link**
 Generate a link signal (also called flash or recall).
- Feature 7 1
- Timed Release**
 Generate a longer link signal (1500ms).
- Feature 7 2
- Pause**
 Insert a 1.5 second pause in a number being dialed.
- Feature 7 8
- Run/Stop**
 To program two features or autodials on a single memory button, put a break point between the features. One press dials the number or feature up to a break point. A second press dials the remaining numbers or feature.
- Feature * 9

Norstar Feature List

Detach this alphabetical list of Norstar Features for quick reference when using your phone. Use the following codes for direct access to the features, or to program frequently used features onto memory buttons. Your System Coordinator has more information about these and about automatic features.

- Background Music**
 Listen to music (provided by your office) through your phone speaker when you aren't on a call.
- Feature 8 6
 Feature # 8 6
 Turn off the background music.
- Call Duration Timer**
 Temporarily show on the display the approximate length of your most recent or current call.
- Feature 7 7
- Call Forward**
 Forward your calls to another phone in the office.
 Cancel Call Forwarding.
- Feature 4
 Feature # 4
- Call Pickup**
 Answer a call that is ringing at another phone in your pickup group.
- Feature 7 5
- Conference/Transfer**
 Set up a three-person call or transfer a call to another phone in your office.
- Feature 3
- Contrast Adjustment**
 Enter this code and then dial 1 2 3 or 4 to adjust the contrast of your phone display to suit the lighting in your office.
- Feature * 7
-
- Do Not Disturb**
 Prevent incoming calls from ringing at your phone.
 Cancel Do Not Disturb.
- Feature 8 5
 Feature # 8 5
- Exclusive Hold**
 Hold a call and prevent other phones from picking it up.
- Feature Hold
 OR
 Feature 7 9
- Language Choice**
 For English language display on your phone.
 For French language display on your phone.
- Feature * 5 0 1
 Feature * 5 0 2
- Last Number Redial**
 Redial the last outside number that you dialed.
- Feature 5
- Line Pool**
 If your office shares lines in a line pool, use this code to program a Line Pool access button.
- Feature 6 4

5. Overrides Programming

This chart walks you through the procedures for entering one override number and applying that number to one line and one telephone set.

Press	Display Shows
	<Current Time & Date>
1 Feature * * 2 6 6 3 4 4	1. Lines
2 Back	5. Overrides
3 Show	Table entries
4 Show	#1: <current #>
5 Change	#1: __
6 Enter <#'s>	#1: <#'s entered>
7 Next	#2: <#'s entered>
8 Heading	Table entries
9 Next	Applied to lines
10 Show	Show line: __
11 Enter <line #>	<current value>: <N or Y>
12 Change	<new value>: <Y or N>
13 Heading	Show line: __
14 Heading	Applied to lines
15 Next	Applied to sets
16 Show	Show set: __
17 Enter <set #>	<current value>: <N or Y>
18 Change	<new value>: <Y or N>
19 Heading	Show set: __
20 Heading	Applied to sets
21 Heading	5. Overrides
22 RIs	End of Session
	<Current Time & Date>

**How to
Program
Config**



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**Program
Features**

**Feature
Codes**

**Feature
Operation
A - C**

**Feature
Operation
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**Feature
Operation
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Operation
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**Index &
Glossary**

Introduction to Feature Operation

This chapter provides detailed information about the operation of Norstar features that are not included in the Norstar phone user cards. It will help you to answer questions from your co-workers and when you aren't in the office to provide expert support, they can refer to it themselves.

The index at the end of the chapter gives the page number for each feature. It also indicates which features are programmed by the system coordinator and which features are programmed by the user.

Programming Features

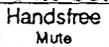
The Norstar system has many more features than any phone has buttons. You should help your co-workers determine which features they will use frequently and help them program these features onto memory buttons.

To determine which features are already programmed:

1. Press **Feature** * **0**.

To determine the set number or intercom number of any phone:

1. Press **Feature** * **0**.
2. Press **Intercom**.

It is usually best to program features onto memory buttons with indicators  since the indicators show when the features are being used. Features can be programmed onto buttons without indicators as well. Line buttons, Intercom buttons and  cannot be changed.

Autodial for inside and outside calls can be programmed onto memory buttons with or without indicators.

You may wish to photocopy the next two pages and distribute them to your co-workers if they require further assistance.

Feature Code Quick Reference Guide

Programming Outside Autodial Buttons

1. Press **Feature** * **1**.
2. Press a memory button.
3. Press phone number from dial pad .
4. Press **Hold** or **OK** display button.

**Feature
Codes**

Programming Inside Autodial Buttons

1. Press **Feature** * **2**.
2. Press a memory button.
3. Enter the two-digit number (21 to 36).

Programming Feature Access Buttons

1. Press **Feature** * **3**.
2. Press a memory button.
3. Press **Feature** and the code.

Programming Speed Dial (M7208 Phone Only)

1. Press **Feature** * **4**.
2. Press Speed Dial Number (71 to 94).
3. Press the phone number to be stored.
4. Press **Hold**.

Programming Ring Type

1. Press **Feature** * **6**.
2. Press **1** or **2** or **3** or **4** or **Next** display button for ring type.
3. Press **Feature** or **OK** display button or wait for 15 seconds.

Setting Contrast Adjustment

1. Press **Feature** * **7**.
2. Press **1** or **2** or **3** or **4** until you have the contrast you want or **Up** or **Down** Display button.
3. Press **Hold** or **OK** display button.

Setting Ring Volume

1. Press **Feature** * **8** **0**.
2. Press   repeatedly until you reach desired volume.

Feature Code Quick Reference Guide

F represents **Feature** button.

**Feature
Codes**

Programming	Fast Access	Cancel
F * 0 Button Inquiry		
F * 1 Outside Autodial	F 0 Speed Dial System (+ 2 digit number)	F # 1 Sent Message
F * 2 Inside Autodial	F 1 Send message	F # 2 Ring Again
F * 3 Feature Access	F 2 Ring Again	F # 4 Call Forward
F * 4 Speed Dial Entry (M7208 phone only)	F 3 Conference	F # 6 5 Message Waiting
F * 5 0 1 English Display	F 4 Forward (+ number of internal party)	F # 8 5 Do Not Disturb
F * 5 0 2 French/ Alternate Language	F 5 Last Number Redial	F # 8 6 Background Music
F * 6 Ring Type		F # 8 7 Night Service (Prime Phone only)
F * 7 Contrast Adjustment		F # 8 8 Voice Call Deny

Getting in Touch	Taking Command	Easy Listening
F 6 0 Page Zone (+ page zone digit)	F 7 1 Link	F 8 5 Do Not Disturb
F 6 1 Page-Internal (speaker of Norstar phone)	F 7 9 Exclusive Hold or F Hold	F 8 6 Background Music
F 6 2 Page-External (customer-supplied)	F * 9 Run/Stop	F 8 7 Night Service (Prime Set only)
F 6 3 Page-Internal & External	F 7 5 Call Pick-up (Group)	F 8 8 Voice Call Deny
F 6 4 Line Pool	F 7 7 Call Timer	F * 8 0 Ring Volume Adjustment
F 6 5 Reply Message	F 7 8 Pause	
F 6 6 Voice Call	F 7 2 Timed Release	
F 6 8 Executive Override (+ password)		

Accidental Disconnect

This automatic feature ensures that you can retrieve a dropped call that you were answering within one second. Just pick up the receiver or press **Handsfree Mute** again to retrieve your dropped call within one second.

Autodial – Outside Autodial

For one button access to frequently-dialed numbers outside your office, use the Outside Autodial feature. You can store an outside number on any memory button using Outside Autodial.

Autodial numbers are subject to *Flexible Call Restrictions and Overrides*.

To dial inside numbers, *inside autodial* buttons are used.

Feature
Operatio
A - C

How to program	How to use
<p>M7310 Phone</p> <ol style="list-style-type: none">1. Press Feature * 1.2. Press a memory button If programming the top part of a dual button remember to press the triangle (shift) button first.3. Dial the number to be stored.4. Press OK button.5. Label the memory button	<p>With Prime Line Select Feature</p> <ol style="list-style-type: none">1. Press an outside autodial button. Your Prime Line will automatically be selected and the number dialed. <p>Without Prime Line Select Feature</p> <ol style="list-style-type: none">1. Select an outside line.2. Press the autodial button. The stored number is dialed on that line.
<p>M7208 Phone</p> <ol style="list-style-type: none">1. Press Feature * 1.2. Press a memory button.3. Enter the phone number to be stored.4. Press Hold button.5. Label the memory button	<p>Dialed digits are shown on the Display.</p>

Prime Line Selection

If your phone has prime line selection, autodial selects that line, pauses for two seconds and then dials the stored sequence.

If your phone has no prime line selection, you will be prompted to **Select a line**.

If the power is off for more than three days, autodial numbers may be lost.

Autodial – Inside Autodial

For one-button access to frequently-dialed intercom numbers within the Norstar system, use the Inside Autodial feature. Your co-workers should know the two-digit intercom phone code to program the inside autodial feature. (See Job Aid - Orientation Section)

How to program

How to use

M7310 Phone

1. Press **Feature** * **2**.
2. Press a memory button.
Remember to press the triangle/shift button to program into the top of a dual button.
3. Enter the two-digit intercom code.
4. Label the memory button.

M7208 Phone

1. Press **Feature** * **2**.
2. Press a memory button.
3. Enter the two-digit intercom code to be stored.
4. Label the memory button.

1. Press an inside autodial button to make a call to a selected inside number. The system selects a free inside line and places the call.

OR

- Press an inside autodial button while connected to another call. The first call is held automatically and the new call is started.

Inside autodial will be automatically programmed on memory buttons for M7310 users. This feature should be used to move or change inside autodial buttons.

Automatic Line Selection

Incoming Calls

When more than one call begins to ring at your phone at the same time, your phone automatically selects one call when you lift the receiver or press . Calls are answered in this order: a call on your *Prime Line* (if you have one), calls on outside lines, calls on inside lines.

Override this automatic line selection by pressing the line button of the call you want to answer before picking up the receiver or pressing .

Outgoing Calls

If your phone has a *Prime Line*, lift the receiver or press  to select the *Prime Line* for your call. If the *Prime Line* is in use or your phone is ringing, you must select a line manually.

**Feature
Operation
A - C**

Automatic Phone Relocation

You do not lose any information programmed onto your phone when the phone is unplugged. All programming (outside autodial, inside autodial, feature access buttons) remains with your phone when it moves to another location within the Norstar system. To change locations, unplug your phone and plug it in again at your new desk.

Auxiliary Ringing

Incoming calls on outside lines and incoming calls to specific phones may ring at an Auxiliary Ringer. The Auxiliary Ringer can also ring when the system is placed into Night Service.

Install an Auxiliary Ringer in a lab or outside an office so you can hear your phone ring when you are away from your desk.

A phone administered to ring at the Auxiliary Ringer can receive *Voice Calls*, but the auxiliary ringer won't be activated.

Calls to a phone using the *Do Not Disturb* or *Call Forward* features will not ring at the Auxiliary Ringer.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

**Feature
Operation
4 - 7**

Background Music

You can listen to music through the phone speaker if an external music source has been attached to the KSU .

The music will automatically stop when you make or answer a call. Adjust the level of the music with the volume button.

How to get Background Music

1. Press the **Music** button.

OR

Press **Feature** **8** **6** .

Music is heard through the phone speaker whenever you are not making or answering a call.

How to cancel

1. Press the **Music** button again.

OR

Press the **Feature** **#** **8** **6** .

The background music is cancelled.

**Feature
Operation
A - C**

Busy Lamp Field

If you are responsible for answering a group of Norstar phones in your office, you can see and monitor their activity with the Busy Lamp Field.

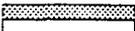
The Busy Lamp Field (BLF) is an add-on option for the Norstar M7310 Phone that displays the busy/not busy status of other Norstar phones.

The BLF unit is a snap-on replacement for the M7310 Phone base. The BLF indicator field is located above and behind the dual memory buttons.

The BLF comes with an installation card and a user card.

Inside Autodial buttons with indicators also show the busy or free status of the phone on the indicator, providing a *Busy Lamp Field (BLF)* function.

How the Busy Lamp Field works

There are two states: lit and not lit (for example  and ).

If the BLF indicator is lit the call may be inside, outside or outgoing.

**Feature
Operation
A - C**



Button Inquiry

You can check the function of each line, intercom and memory button on your Norstar phone. Before you program a button, use Button Inquiry to see the function before you change it.

This is a very important feature. When installing memory button labels, activate *Button Inquiry* so the action of pressing the labels into place does not activate the feature programmed into the button.

How to check Button Function

1. Press **Feature** ***** **0**.
2. Press the button you want to check.
Read the display.
3. To check other buttons, repeat Step 2 as often as necessary.
4. To return to normal operation, Press **Rls**.

Button	Display
Intercom button	IC<intercom code for your phone> <name given to your phone> P<port number> (for installer)
Outside line button	Line<line number>
Handsfree/Mute	Handsfree/Mute
Inside autodial button	Autodial<name or intercom number>

Call Duration Timer

You can measure the duration of phone calls for your records. The approximate elapsed connect time on the most recent call is displayed when requested. Because *Voice Call* can be turned into a two-way call, timing is also maintained for *Voice Calls*.

How to Measure Length of Calls

1. Press the **Timer** button.
OR
Press **Feature** **7** **7**.

You can see the approximate length of the current call. The length is shown in hours, minutes and seconds. The time is displayed for a few seconds.

Call Forward (All Calls)

If you wish to have another person answer your calls, have your calls forwarded to that person's phone. Forward calls when you are away from your desk and you don't want to miss a call.

You can forward inside and outside calls to another Norstar phone. When this feature is used, the line indicators flash for incoming calls. You can continue to make outgoing calls while Call Forward is active.



How to Call Forward

1. Press the **Call Forward** button.
OR
Press **Feature** **4**.
Forward to: _____ appears on the display.
2. Dial the phone to which the calls are to be sent.
OR
Press the Inside Autodial button for the phone to which the calls are sent.
When forwarding is in use, the display shows **Forward > < set # or name >**.

How to cancel Call Forward

1. Press the **Forward** button again.
OR
Press **Feature** **#** **4**.
OR
Press the **Cancel** display button.
The display shows **Cancel Forward** _____ briefly.

Call Forward Override

If calls have been forwarded to your phone, you can call the 'forwarded from' party, to ask that forwarding be cancelled or to transfer a call back to that phone. Only the "forwarded to" person can get through to the "forwarded from" person.

This feature is sometimes called 'secretarial filtering'. A secretary can take the calls for the boss and call him or her periodically to give messages.

Call Identification

On an inside call your phone display shows the name or phone number of the person to whom you are talking. When making an inside call, the display shows whether the phone being called is busy, on another call, using *Do Not Disturb* or using *Call Forward*.

When making an outside call, the display shows the dialed number.

Call Pickup (Group)

**Feature
Operation
A - C**

Pickup Groups ensure that your calls are answered by the most appropriate people when you are out of the office.

A member of a pickup group can answer an inside or outside call ringing at another phone in the group. Your office can have up to four groups.

How to use Call Pickup

1. Press the **Call Pickup** button.

OR

Press **Feature** **7** **5**.

The highest priority ringing call in the group is answered. (*Prime Line*, outside line, inside line).

The picked-up call appears on the indicator beside a line button.

After picking up a call, you can pick up another call because the first call is automatically put on hold.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Centrex/PBX Reach Through

If your system is located behind a Private Branch Exchange (PBX) or Centrex, you can access extra Centrex/PBX features which require signals in addition to dialing.

How to use Reach-Through

1. Create autodial buttons to access dialup features on the host Centrex/PBX system.

The autodial sequence may include feature codes for:

—Link (a short hook-switch flash or recall).

—Timed release (longer duration than Link).

—Run/stop.

**Feature
Operation
A - C**

How to use Link

1. Press .

How to use Time Release

1. Press to get a 1500ms Link.

Run/Stop code

To program two features or autodials on a single memory button, put a break-point between the features. One press dials the number or feature up to the break point. A second press dials the remaining numbers or feature. This is useful for toggled features.

Pause

The Pause feature is used to delay dialing digits until an external resource is ready to receive them (for example, in a *Reach Through* sequence for accessing Centrex or PBX features).

Use the Pause feature to insert one or more 1.5-second pauses into a number being dialed or into a dialing sequence being stored.

How to Insert a pause

1. Press the **Pause** button.

OR

Press **Feature** **7** **8** .

OR

Press ***** from the dial pad,

unless **#** has been used to get full Dual Tone Multi-Frequency (DTMF) dialing.

A pause character is added to any digits being displayed.

Access Signaling (End-to-End Signaling)

You can use access signaling to control a remote device or to dial a phone number on an alternate carrier when you are on an outside call. The dial pad or stored *Speed Dial* or *Autodial* numbers can send Dual-Tone Multi-Frequency (DTMF) tones. When making an outside call, you can convert from pulse to tone dialing by pressing **#** on the dial pad.

You cannot use access signaling when on a *Conference Call*.

Pulse/Tone Dialing

Each line is assigned either pulse or tone dialing by your System Coordinator.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Conference (3-party)/Transfer

This feature establishes a three-party conference between two calls at your phone. This feature allows you to answer an incoming call and set up a conference with an existing call.

Create a three-party conference by adding a held call to a connected call. Establish each call individually before using the conference feature. If the second call is busy or there is no answer, disconnect the line without worrying about dropping the original call by pressing **Rls** .

How to establish Conference/Transfer

1. After connecting to the first call, the call can be held automatically or you can press the **Hold** button.
2. Dial the second call.
3. When the second call is connected, press the **Conf/Trans** button.
OR
Press **Feature 3** .
4. Press the line button of the first held call to establish a conference.

**Feature
Operation
A - C**

Conference Operations

Once a conference is established, one of several operations can be used:

- Hold a Conference
- Force Release a Conference Party
- Split a Conference
- Transfer from a Conference.

Hold a Conference Call

Any participant in a conference can hold and unhold a conference call by using the Automatic Hold feature or by pressing the **Hold** button. The parties placed on hold will still be able to confer.

Split Conference

The Split feature allows the originator of the conference to talk privately with either of the two parties involved, while the second party is on hold. To split a conference call press the **Line** or **Intercom** button of the party you wish to confer with. The other party is automatically placed on hold. This feature also lets the originator put both parties on hold independently, preventing them from talking to each other. Refer to the split conference operation to put the first party on hold and then press the **Hold** button to put the second party on hold.

Force Release a Conference Party

Force Release allows you to disconnect one of the parties from the conference by pressing the **Line** or **Intercom** button that you wish to disconnect and then pressing the **Rls** button. The other party is automatically placed on hold. To return to the first party press the held **Line** button.

Transfer from a Conference

The Transfer feature allows you to transfer the original call to the other party and disconnect from the conference. One of the two parties remaining must be inside the Norstar system. If both are outside your office then you must put the Conference on hold, and disconnect only after both parties have hung up. To transfer a call press **Rls** or the **Transfer** display button.

Consultation

Consultation allows you to put a three-party Conference call on hold while you make or answer another call.

How to use

1. To make or answer another call while connected on a Conference call, press another line button at any time .
The Conference call is put on hold automatically.
2. To reconnect to the conference, press one of its line buttons.

Contrast Adjustment

The contrast on your phone display can be adjusted so you can read it easily under different lighting conditions.

M7310 Phone

1. Press **Feature** ***** **7**.
2. Press the **UP** or **DOWN** display button.
3. Repeat step 2 until you have the level of contrast that you want.
4. Press the **OK** display button OR **Rls** OR wait 15 seconds.

M7208 Phone

1. Press **Feature** ***** **7**.
2. Press **1** **2** **3** or **4** from the dialpad.
3. Repeat step 2 until you have the level of contrast that you want.
4. Press **Feature** OR **Rls** OR wait 15 seconds.

Delayed Ring Transfer (DRT)

Delayed Ring Transfer forwards your unanswered outside calls to the Prime Phone or Night Phone. This feature ensures that your outside calls will be answered.

If your office has a *Prime Phone* with DRT enabled, after three full ring cycles an unanswered outside call rings at the prime phone. The prime phone displays the message **DRT line <number of outside line>**. The Prime Phone must have access to the line that the call is on.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Do Not Disturb (DND) or (Selective Call Forward)

If you press DND while an outside call is ringing at your phone, the call will ring at the Prime Phone. This is a selective form of *Call Forward*.

If you activate DND with no active call, you are in DND mode. DND suppresses ringing, paging announcements and *Ring Again* offers. It stops all tones and ringing, except *Held Line Reminder*.

When the phone is in DND mode, incoming calls continue to appear on the line indicators, but *Call Identification* for incoming inside calls is not displayed.

How to activate Do Not Disturb

1. Press the **Do Not Disturb** button.

OR

Press **Feature** **8** **5**.

All tones and ringing except for *Held Line Reminder* tones are stopped. Ringing is transferred to the *Prime Phone*.

How to cancel Do Not Disturb

1. Press the **Do Not Disturb** button again.

OR

Press **Feature** **#** **8** **5**.



Emergency Transfer/Power Fail Cut-Through

This feature provides basic telephone service if the power fails or if a system error occurs.

A dial or push-button single line phone must be connected to the Key Service Unit (KSU) through a designated Teledapt* jack. This single line phone acts independently of the Norstar system and can be used as an *Emergency Telephone*.

Power failures can be reported with this phone.

Find out from the System Coordinator or installer if you have an Emergency Telephone.

* Teledapt is a trademark of Northern Telecom

Feature Access

To program for Feature Access

M7310 phone

1. Press **Feature** * **3**.
2. Press any memory button except line or intercom or **Handsfree Mute**.
(Remember to press the triangle button to program the top half of the dual-memory buttons.)
3. Press **Feature** and the feature code you want.
4. Label the Feature Access button with Feature name.

M7208 phone

1. Press **Feature** * **3**.
2. Press any memory button except line or intercom or **Handsfree Mute**.
3. Press **Feature** and the feature code you want.
4. Label the Feature Access button with Feature name.

**Feature
Operation
D - K**

To Erase a Feature

M7310

1. Press **Feature** ***** **1**.
2. Press the button you wish to erase.
3. Press **OK** display button.

M7208

1. Press **Feature** ***** **1**.
2. Press the button you wish to erase.
3. Press **Hold**.

Flexible Call Restrictions and Overrides

Control telephone costs by limiting the types of calls that can be made on phones and lines in your Norstar system.

Access to specific numbers, such as long distance, can be restricted.

Specific individuals can then override their restrictions.

If restrictions and overrides are used, they apply to all outgoing calls.

Restrictions and overrides may apply to your phone or to specific outside lines that you use.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Restriction Override

You can place any call on any line of any phone, with or without call restrictions, by using a 3-digit password. See your System Coordinator for the password.

How to use Restriction Override (Executive Password)

1. Press the **Override** button.
OR
Press **Feature** **6** **8**.
2. Enter the password you received from your System Coordinator.
3. Dial your call.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

**Feature
Operation
D - K**

Handsfree/Mute

Use your phone without picking up the receiver.

Adjust the volume of the Handsfree speaker using the *Volume button*.

Using Handsfree/Mute

1. Press **Handsfree Mute**.
2. Dial a call.

If a line is selected, the handsfree microphone and speaker are turned on. The line indicator is lit up.

To mute the microphone

1. Press **Handsfree Mute** again to consult someone outside the phone conversation. The display shows **Microphone Muted**. The button indicator flashes.
2. Press **Handsfree Mute** again to return the microphone to its normal level to continue your Handsfree call.

How to end Handsfree

1. Lift the receiver to conduct a private conversation.
OR
Press **Rls** to end the call.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Headset

You can use a Norstar Headset to talk without using the receiver or **Handsfree Mute**. The headset provides convenient handsfree service for the receptionist or secretary who handles large numbers of calls. To use your Headset, follow the instructions given for *Handsfree* on this page. The **Handsfree Mute** is used to control the Headset in the same way that it controls Handsfree calls. The Headset volume is adjusted using the Volume button. The Headset comes with an instruction card.

Hearing Aid Compatibility

The receiver on your Norstar M7310 or M7208 Phone is compatible with hearing aids.

Feature
Operation
D - K

Hold

Use **[Hold]** on your Norstar Phone to suspend all calls temporarily. Use this button while you answer or make another call. If you have to do something else or consult with someone else during a call, use **[Hold]** until you are ready to return to the original conversation. If you've been put on hold, you too can put the call on hold and use *Listen on Hold* while you continue with other tasks.

When you put an outside call on hold, it can be picked up on other phones that have access to that line. Use *Exclusive Hold* if you want to keep the call private. To end a call that you have put on hold, first reconnect the call and then press the **[Ris]** button or replace the receiver.

Automatic Hold

You don't always need to use **[Hold]** to put a call on hold.

If you are on a call and you begin another call on a different line, the first call is put on hold automatically. You **do not** have to press **[Hold]**.

When Automatic Hold is used, the held call can be picked up by other people that have access to the same line. This feature can be used to transfer calls to other phones in the office system.

Feature
Operation
D - K

How to Use Automatic Hold

While on a call:

1. Press another line button.

OR

Press a memory button programmed as an autodial button.

You can return to the first call by pressing its line button.

You can switch from one call to another using the line buttons.

Transfer Using Automatic Hold

While on a call:

1. Press another line button and call the phone to which the call will be transferred.

OR

Press a memory button programmed to call the destination (for example, an inside autodial button).

2. Tell the person which line the call is being held on. The destination phone must have a button for the line that the call is on. When that person presses the appropriate line button, the call is transferred.

The *Conference* feature can be used to transfer calls if the destination phone does not have a button for the line that the call is on.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Exclusive Hold

This feature guarantees that your call remains private when you place it on hold. Exclusive Hold prevents others with access to the line from picking up the call. When *Automatic Hold* is used, other people with access to the line on hold, can pick up the held call.

How to use Exclusive Hold

1. Press the **Feature** button and then the **Hold** button.

OR

Press the **Exclusive Hold** button.

OR

Press **Feature** **7** **9**.

The call on hold can only be picked up on the phone from which it was put on hold.

Listen on Hold

If you are put on hold, you can put the receiver down or, while on *Handsfree*, continue to work while listening for the other person to take you off hold.

How to use Listen on Hold

1. Put the call on hold.
2. Hang up the receiver.
3. Press the line button for the call.
Listen through the speaker.
4. When you are removed from hold lift the receiver.

OR

If you have Handsfree/Mute:

1. Press **Handsfree**
Mute.
2. Hang up the receiver.
Listen through the speaker.
3. Talk using the Handsfree microphone or pick up the receiver.

Feature
Operation
D - K

Held Line Reminder

When you place an outside call on hold, you hear periodic reminder tones until the call is removed from hold.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Music/Tone/Silence on Hold for Outside Callers

When you put outside calls on hold, the held party hears either music, a periodic tone or silence depending on the setting for your Meridian Norstar Office System.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

**Feature
Operation
D - K**

Intercom (Inside Phone) Numbers

Communication inside your office is easy with Norstar two-digit phone numbers. Make inside calls by selecting an inside line and then dialing a two-digit intercom number (21, 22 ...). Call the *Prime Phone* by dialing **0** on an intercom (inside) line.

How to use Intercom Numbers

1. Press a free inside line button.
The indicator is turned ON.
An inside dial tone is heard.
2. Dial the two-digit intercom number (21, 22 ...).
When dialing is complete, Call Identification is displayed at both the originating and destination phones.

To the Coordinator

1. Make sure you distribute an intercom list of names and numbers to everyone in your office system (Norstar Orientation).
2. Make sure users understand what is meant by "intercom".

**Feature
Operation
D - K**

Language Choice

The buttons, labels and display information on your M7310 or M7208 phone are available in either North American English, Canadian French or alternate language.

How to make a language Choice

To select the language used for message display on your phone:

1 Press **Feature** * **5** **0** **1**.

The display shows **In English...**

OR

Press **Feature** * **5** **0** **2**.

The display shows **En français...** or alternate language.

Last Number Redial

Last Number Redial saves time when you are trying to reach a previously-busy or unanswered number.

This feature automatically redials the last outside number dialed. The stored number may be up to 16 digits long.

How to use Last Number Redial

1 Press **Feature** **5**.

OR

Press **Last No.** after getting a dial tone on an outside line.

If a line is not selected before Last Number Redial is used, *Automatic Outgoing Line Selection* tries to select a free line.

Feature
Operation
L - Q

Lines

Inside Line Access

You can use intercom (inside) line to make and answer calls inside the Norstar system. Each phone has an associated two-digit intercom number (21, 22...). See your System Coordinator for a list of intercom numbers.

How to use Inside Lines

- If an inside line is free, the indicator beside the button is OFF.
1. Press an inside line button.
The indicator changes to ON.
You'll hear an inside dial tone.
 2. Dial an inside call using the dial pad .
OR
Press an inside autodial button.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Line Pool

The Line Pool feature lets you make efficient use of outside lines. A group of outside lines in a line pool can be shared by a group of phones within your office.

**Feature
Operation
L - Q**

How to use a Line Pool

1. Press .
 2. Dial the line pool access code .
- OR
- Press .
- OR
- Press .
- A line pool button may not be used to answer outside calls ringing on a line pool line.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Manual Line Selection

Press a line button to select any free or ringing line and to override *Automatic Incoming* or *Outgoing Line Selection*.

Manual Line Selection allows you to make or answer a call in cases where *Automatic Line Selection* does not apply.

This feature allows you to answer a call that is alerting the phone visually but without ringing (such as when you use *Do Not Disturb*).

You must select an outside line when there is no *Prime Line* defined for the phone.

Multiple Line Buttons

If more than one line button is available, you have access to each call on a separate line button.

Multiple Line buttons allow you to handle calls easily. These buttons also have a *Call Waiting* function when you are on another call. The indicator beside the line button flashes when a line is ringing or on hold.

Outside Line Access

Use outside line buttons to make and answer calls to or from parties outside the Norstar system.

How to use Outside Lines

If the line is free, the indicator is OFF.

1. Press an outside line button.
The indicator changes to ON.
You'll hear an outside dial tone.
2. Dial an outside call using:
 - the dial pad.
 - a Speed Dial number using **Feature** **0** (plus two-digit number). -
 - an autodial key.
 - **Last No.** or **Feature** **5**.

The number of lines in your Norstar System are preset by the installer or your service representative.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

**Feature
Operation
L - O**

Message Waiting/Send

You can send a message to request another person in your Norstar system to call back.

The message list stores up to four different messages before you can get Message list full on the display. The prime phone stores up to ten messages.

How to Send a message

M7208

1. Press **Feature** **1** .
OR
Press **Send Message** .
2. Dial the 2 digit Intercom number.
OR
Press an inside Autodial button.

M7310

1. Press **Feature** **1** .
OR
Press **Send Message** .
2. Press the **Add** display button.
3. Dial the 2 digit Intercom numb
OR
Press an inside Autodial button.

How to Show a message (M7310 only)

1. Press **Feature** **1** .
OR
Press **Send Message** .
2. Press the **Show** display button.
3. Press **Next** display button if more than one message.
4. Press **Exit** display button.
OR
Press **Rls** .

How to Cancel a sent message

M7208

1. Press **Feature** **#** **1** .
OR
Press **Cancel Send Msg** .
2. Dial the 2 digit Intercom number.
OR
Press an inside Autodial button.

M7310

1. Press **Feature** **1** .
OR
Press **Send Message** .
2. Press the **Show** display button.
3. Press the **Erase** display button.

Feature
Operation
L - Q

Message Waiting/Reply

Your phone display notifies you when a message has been received. You can automatically place an inside call to the party that left the message or you can cancel the message without calling back. When a message or messages have been left on the phone, the display shows **Message(s) for you** when the phone is free.

How to Reply to a message

M7208

Press **Feature** **6** **5** .

OR

Press **Reply Message** .

M7310

1. Press **Msg** display button.

2. Press **Call** display button.

How to Cancel a message left at your phone

M7208

Press **Feature** **#** **6** **5** .

OR

Press **Cancel Msg Wait** .

M7310

1. Press **Msg** display button.

2. Press **Erase** display button.

**Feature
Operation
L - Q**

Night Service (Any Phone)

Outside calls that normally ring at the *Prime Phone* can ring at a pre-selected night service phone as well. Inside calls directed to the *Prime Phone* only ring at the *Prime Phone*.

When in service, the night service phone can be reached by dialing **0**.

If an *Auxiliary Ringer* is present it can be used as a Night Ringer for the calls that ring at the Night Phone.

To turn Night Service on or off, start or cancel from the Prime phone.

How to use Night Service

1. Press the **Night Service** button.

OR

Press **Feature** **8** **7**.

The display on the phone shows **Night Service ON**.

How to cancel Night Service

1. Press the **Night Service** button again.

OR

Press **Feature** **#** **8** **7**.

If you are unable to use this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

On - Hook Dialing

You can dial a call before picking up the receiver. Press a line button for a free line, then dial a call. Listen through the speaker and when the called phone is answered, pick up the receiver or press **Handfree Mute** to talk.

The call may be dialed using the *dialpad*, *Autodial*, *Speed Dial*, *Last Number Redial*, *Message Callback* or *Ring Again Callback*.

Feature
Operation
L-0

Page Origination and Reception

Announcements through Norstar phones or attached speakers give you fast, effective communication to many people at once. Those listening don't need to touch their phones. Pages are not transmitted to phones that are in use.

You can make one of three types of paging announcements:

- *External only*
- *Internal only*
- *External and Internal.*

Page announcements are restricted to a maximum of two minutes, after which the page call ends automatically.

How to make a Paging announcement

1. Press the **Page** button.

OR

Press **Feature** .

Select a dialpad code (from below).

There are four types of Paging buttons or codes:

6 **1**

- *Internal page* - uses the speakers on the Norstar phones.

6 **2**

- *External page* - uses a customer-supplied speaker.

6 **3**

- *External and Internal page* - uses Norstar phone speakers and external speakers.

6 **0**

- *Zone page* - lets you supply a digit (1,2, or 3) or use the display buttons to specify which of the three types you want.

How to end Paging

1. Press **Rls**.

OR

Hang up the receiver.

OR

Press another line button.

The paging channel can not be placed on hold.

If you are unable to receive paging on your phone, see your System Coordinator. Your paging may be restricted because of Office System programming.

**Feature
Operation
L-0**

Prime Line

When lifting the receiver or operating the  your phone can be programmed to automatically select one following:

- Line 1 or 2 or 3...
- Intercom
- Line Pool
- None

If an outside line or Line Pool has been assigned as the Prime Line for your phone, there is no need to first select an outside line before making a call or using outside *Autodial*, *Speed Dial* or *Last Number Redial*. Automatic Outgoing Line Selection will select a free line if you are not already using your phone and the Prime Line is free. If no Prime Line, press an outside line button before using outside *Autodial*, *Speed Dial*, or *Last Number Redial*.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Prime Phone (Set 21)

If your office has a Prime Phone, you can use the following Norstar features to help manage your calls.

Delayed Ring Transfer transfers your outside calls to the Prime Phone if they go unanswered after the third full ring.

Held Line Reminder begins at the Prime Phone two minutes after the Held Line Reminder begins at the originating phone, if the Prime Phone has the outside line.

If you use the *Do Not Disturb* feature, incoming calls can be transferred to the Prime Phone.

The *Prime Phone* is phone 21 in your Meridian Norstar system.

Privacy

When you are on an inside or outside call, no other phone with the same line can disturb your call. If you put the call on *Hold*, the call can be picked up on another phone. Once the call is taken off hold, it is private again.

Use *Exclusive Hold* to keep a call private while on hold.

Private Line

A Private Line guarantees call privacy and line availability.

If your phone is assigned a Private Line, that line is exclusive to your phone (and the *Prime Phone* if desired). Calls that are put on hold or left unanswered on this line cannot be picked up on any other phone. If unanswered after three rings, *Delayed Ring Transfer* causes your calls to ring at the *Prime Phone*. You can use *Call Forward* and *Transfer* for calls on the private line.



Feature
Operation
L-O

Ring Again on Busy

Ring Again eliminates the need to make repeated attempts to contact people within your office. Ring Again on Busy alerts you when a busy inside phone becomes available. Ring Again on Busy *Line Pool* alerts you when a line in the line pool becomes available. Ring Again cannot be used after making a *Voice Call*.

How to use Ring Again on Busy

1. Press .

OR

Press .

The call is disconnected. The display shows .

When the Ring Again offer occurs you hear an alerting tone.

or appears on the display.

How to cancel Ring Again

Press again.

OR

Press .

Ring Again on No Answer

Ring Again eliminates the need to make repeated attempts to contact people within your office. Ring Again on No Answer alerts you when the next activity occurs at an inside phone that previously failed to answer a call. Ring Again cannot be used after making a *Voice Call* to that number.

**Feature
Operation
R - Z**

How to use Ring Again on No Answer

1. Press .

OR

Press .

The call is disconnected. The display shows .

When the Ring Again offer occurs you'll hear an alerting tone.

appears on the display.

How to cancel Ring Again

1. Press **Ring Again** again.
OR
Press **Feature** **#** **2**.

Ring Type

Select one of four different tone combinations to give your phone a distinctive ring.

How to select a Ring Type

M7310 Phone

1. Press **Feature** ***** **6**.
You hear one of the ring types for two seconds.
2. Press the display button **Next** until the display is **Ring type <1, 2, 3 or 4>**.
You hear the selected ring type for two seconds.
3. Repeat step 2 until you reach the ring type you prefer.
4. Press the **OK** display button.
OR
Press the **Rls** button.

M7208 Phone

1. Press **Feature** ***** **6**.
You hear one of the ring types for two seconds.
2. Press **1**, **2**, **3**, or **4** from the dialpad.
You hear the selected ring type for two seconds.
3. Repeat step 2 until you hear the ring type you prefer.
4. Press the **Rls** button.

**Feature
Operation
R - 2**

Ring Line Preference

Incoming calls on some or all the outside lines for which your phone has buttons, can ring at your phone. Your System Coordinator has a record of the number of outside lines selected to ring at your phone .

RLs (Release)

Press **RLs** to end a call without putting the receiver down, and to end a *Handsfree* call or to end feature programming or feature use.

Selective Call Forward (Do Not Disturb)

Send an incoming call on an outside line to the *Prime Phone* without answering it.

How to use Selective Call Forward

While the call is ringing:

1. Press the **Do Not Disturb** button.

OR

Press **Feature** **8** **5**.

The call rings at the *Prime Phone*.

To cancel Selective Call Forward

1. Press **Do Not Disturb** again.

OR

Press **Feature** **#** **8** **5**.

**Feature
Operation
R - Z**

Speed Dial - Personal (M7208 Phone only)

Speed dial gives you fast access to frequently-called numbers. This feature lets you automatically dial one of 24 pre-stored numbers. You can program these numbers independently on your M7208 phone. Each Speed Dial number may contain up to 16 digits. M7310 Phones can use outside *Autodial* buttons for fast dialing.

How to use Speed Dial

1. Press the button. *FEATURE * 4 - ENTER CODE #*
OR
Press . *ENTER PHONE # + HOLD BUTTON*
 appears on the display.
2. Press a Speed Dial code (2-digit number from 71 to 94).

Speed Dial - System

System Speed Dial provides fast access to numbers that are frequently used by everyone in your Norstar office system. This feature allows up to 30 phone numbers to be shared among all users. Unlike *Personal Speed Dial* numbers, *System Speed Dial* numbers are accessible from the M7310 phone as well as the M7208 phone. System Speed Dial entry numbers range from 41 to 70 inclusive.

How to use System Speed Dial

1. Press the button.
OR
Press .
2. Press a System Speed Dial code (2-digit number from 41-70).

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Time and Date

The time and date appear on the display of your phone when you are not on a call. To adjust time and date see your System Coordinator.

Transfer

Transfer calls quickly and easily with this Norstar feature.

Transfer a call to someone in your office.

While on a call:

1. Call the person to whom the first call will be transferred.
(The first call will be automatically placed on hold).
After the call is answered:
2. Press **Conf/Trans**.
- OR
Press **Feature 3**.
3. Press the line button of the held call.
4. To disconnect yourself from the call, press **Rls**.

Transfer a call to someone outside your office.

While on a call:

1. Call the person to whom the first call will be transferred.
After the call is answered:
2. Press **Conf/Trans**.
- OR
Press **Feature 3**.
3. Press the line button of the held call.
4. To remove yourself from the call, press **Hold**.
5. If both parties are outside your office then press **Rls**
only after both parties have hung up.

**Feature
Operation
R - Z**

Voice Call

You can make a voice announcement to another phone instead of the normal ringing call. If the Voice Call succeeds, the called phone generates a Voice Call Alert Tone once, answers the call automatically, turns on their speaker and may activate handsfree or headset automatically. See Handsfree Answerback below.

How to make a Voice Call

1. Press the **Voice Call** button before dialing the call.
OR
Press **Feature** **6** **6** and **Dial Voice Call** appears.
2. Dial the intercom number of the person you wish to speak to.
3. Speak after you see the display **Voice call**.

Handsfree Answerback

The Handsfree microphone is activated when the *Voice Call* occurs. A 'microphone ON' tone is given immediately following the first ring, and is repeated periodically to remind you the microphone is activated until you pick up the receiver or press **Handsfree Mute** to acknowledge the call.

If you are unable to program this feature, see your System Coordinator. You may not be able to use the feature because of Office System programming.

Feature
Operation
R - Z

Voice Call Deny

This feature prevents a phone from receiving *Voice Calls* so that incoming inside calls can be received as a ringing call.

How to use Voice Call Deny

1. Press the **Voice Call Deny** button.
OR
Press **Feature** **8** **8**.

How to cancel Voice Call Deny

1. Press the **Voice Call Deny** button again.
OR
Press **Feature** **#** **8** **8**.

Volume Button

Press the volume button to adjust the volume of the receiver, *Handsfree* speaker, Headset or ringing. As you use each, press the volume button until the correct level of sound is reached.

To set Ring Volume

1. Press to make your phone ring for 4 seconds.
2. Press until you have the level of ringing you want.

Wall - Mounted Phones

Your Norstar M7310 or M7208 Phone can be wall-mounted. Your System Coordinator can call the installer or service representative to have your phone wall-mounted.

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Glossary of Terms

Administration: The simple activity of programming system settings on Meridian Norstar; Time and Date, Names (i.e. set 23 can be displayed as "John") and System Speed Dial numbers.

Answerback Handsfree: The Handsfree microphone is automatically activated so a Voice Call can be answered by simply speaking, without touching the phone.

Analog Terminal Adaptor (ATA). A device which permits analog telecommunications devices (FAX, single-line phones, answering machines, etc...) to connect to your Meridian Norstar system.

Autohold (on idle line): Selecting "N" during Configuration results in autohold being in effect only after digits have been dialed on a outgoing call or if the station user has received an incoming ring signal. Selecting "Y" results in autohold being in effect immediately on all call types.

Auxiliary Ringer: An external telephone ringer or bell. A separate device typically wall mounted and louder so a ringing call is heard over a wide area. It can be programmed to ring when a line and/or phone rings, or when the Meridian Norstar system is placed into Night Service.

Background Music: Allows music from an external source i.e. radio play over the speaker of the phone. Do not activate unless a music source has been attached to the Meridian Norstar System.

Busy Lamp Field (BLF): A panel of LCD indicators (lamps) to show which sets in the system are busy on a call. Typically used on a receptionist's set. Can only be installed on the M7310 phone.

Centrex: A business system service provided by the telephone company offering local lines, and a variety of other features.

CO (Central Office line): An external or outside phone line.

Configuration: A programming level that assigns system parameters. eg. Lines, Sets, Call Handling, Restrictions and Overrides.

Executive Password: A 3 digit password that allows phone restrictions to be temporarily overridden with the Executive Override feature.

**Index &
Glossary**

Glossary con't...

Feature Code: A number that is used to activate a particular feature. Features are activated by first pressing the feature button and then keying the feature's code number from the dialpad.

Full Handsfree: Allows the user to talk and listen without lifting the receiver of the M7208 or M7310 phone.

Held Line Reminder: A reminder tone and a "Held Call" message on the display of the M7208 or M7310 phones occur when a call has been placed on hold for an excessive period of time.

Hybrid (template): One of the four Meridian Norstar system Templates or default patterns. All specified outside lines are in the Line Pool, and Line 1 appears on every phone.

Intercom Keys: The buttons on the phone that select intercom or inside line.

I/C: An abbreviation for "intercom".

Line Assignment: The configuration task of determining which outside lines appear on each phone.

Link Time: (Installer only). A specific time delay when signalling PBX or Centrex features through Meridian Norstar. Call the PBX or Centrex customer service department for information on the required link time.

M7208: The Meridian model 7208 telephone having 8 programmable buttons and a single line display.

M7310: The Meridian model 7310 telephone having 10 programmable buttons with indicators, 12 dual programmable keys without indicators and a 2-line display with display buttons.

Music Source: An external music signal such as from a radio, which can be connected into the KSU for Music on Hold and/or Background Music.

Night Set: Selected incoming calls normally directed to the Prime Set will ring at a preselected phone called a night set. The Night Service Feature is activated by the Prime Set.

Noprime (template): One of the four Meridian Norstar system Templates or default patterns. The specified number of lines appear at each set. There is no Prime Set.

Overrides: These are selected exceptions to the call restrictions placed on lines and sets.

PBX (template): One of the four Meridian Norstar system Templates or default patterns. All specified Lines are in the Line Pool. All phones must first dial 9 or press a Line Pool button to make outside calls.

PC: Personal Computer or micro computer.

Personal Computer Applications Interface (PCAI): An optional computer circuit card that is installed in a PC allowing it to run extra Meridian Norstar features.

Pickup Group: A pre-selected group of phones that can pick up each other's calls using the pick up feature.

Pool: A group of external lines that can be accessed by preselected phones within the system to make outside calls by dialing "9" or pressing a Line Pool button.

Prime Set (Station 21 only): This telephone acts as a central answering phone, typically the receptionist's phone. Delayed Ring Transfer, Night Service Control and Held Line Reminder messages appear on this phone.

Private (to): An external (CO) line may be assigned to one phone as a private line. The line will not appear on any other phone except the Prime Set (if programmed). Private lines cannot be placed in line pools.

Public: An outside line which can be assigned to all phones.

Pulse/Tone: (Installer only). The method of dialing on external lines.

Receive Page: Each phone may be enabled or disabled to receive a page announcement over the phone's speaker.

Glossary con't...

Remind Delay: The period of time between when a call is put on hold and when the reminder tone and message appear. This is a system wide setting so the delay time is the same for all phones.

Restrictions: Preselected phones and/or lines may be restricted from dialing certain telephone numbers, i.e Long distance etc.

Set: Another name for a telephone.

Square (template): One of the four Meridian Norstar system Templates or default patterns. The specified number of lines appear at each set. There is a Prime Set.

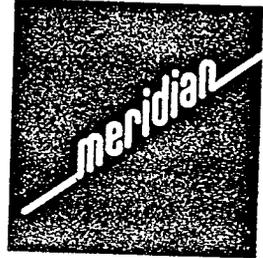
System Coordinator: The person in charge of Meridian Norstar System Configuration and Administration programming. Also in charge of training co-workers.

System Speed Dial: A 2 digit number (41-70) which is programmed to dial an external telephone number up to 16 digits in length.

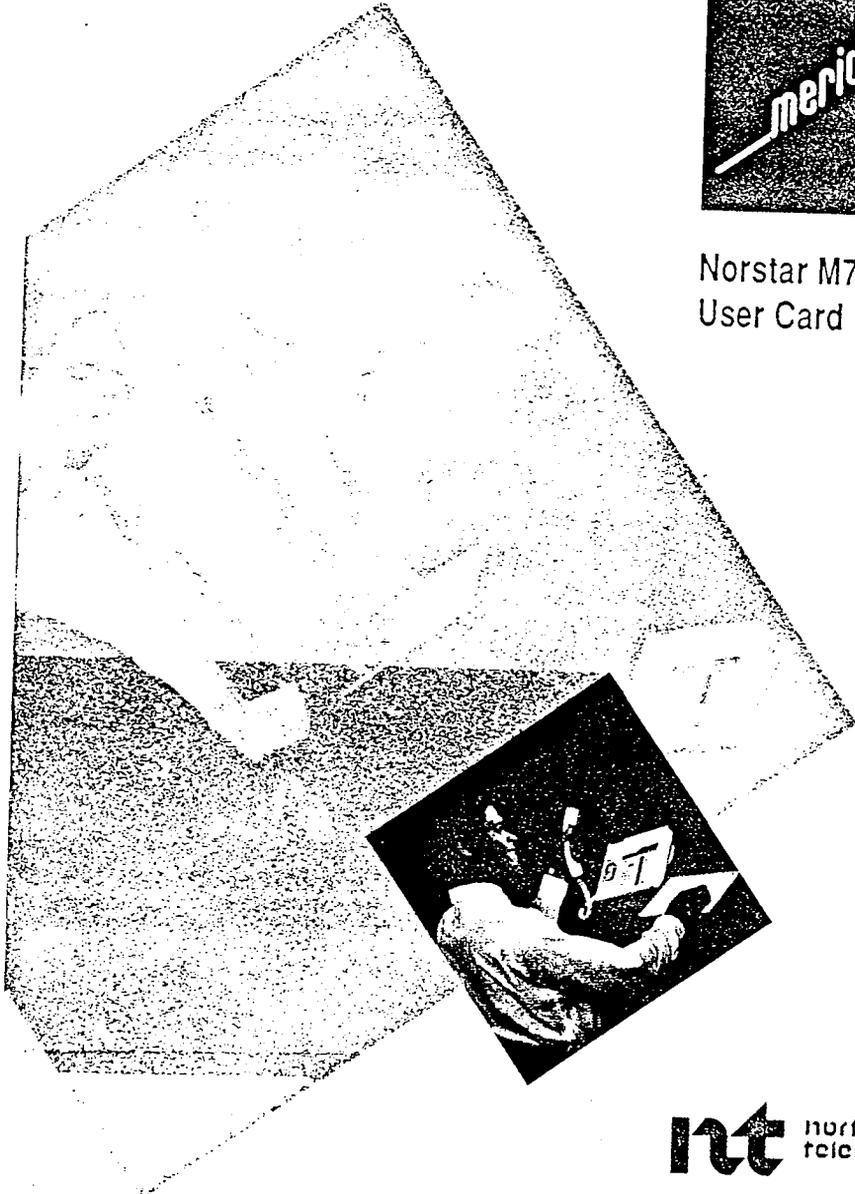
Time and Date: The current time and date appearing on the display of idle phones. Setting the Time & Date is done in the Administration level of programming.

Tone Time: (Installer only). The duration in milliseconds of a Touch Tone (dual tone multi-frequency) tone. Not normally changed from default of 120.

Tone: (Installer only). Touch Tone (dual tone multi-frequency) tone. A dialing mode for outside lines. Select this option on every line if Touch Tone service is available.



Norstar M7208
User Card



Programming Memory Buttons for Feature Access

Program frequently-used features onto memory buttons for easy use of features.

- 1 Press * .
- 2 Press the memory button where you want the feature.
- 3 Press and the feature code you want.
- 4 Label the button.

Using Memory Buttons

- 1 Press the labelled button to use the feature.

Programming Memory Buttons for Speed Dial Numbers

Use Speed Dial for fast access to a group of outside numbers assigned to codes 71 to 94. You can assign a telephone number to each of these codes.

- 1 Press * .
- 2 Enter a two-digit code (71 to 94) when display reads .
- 3 Dial the phone number you want to assign to that code.
- 4 Press to finish programming.
- 5 Keep a record of each number that you assign.

Using Speed Dial

Instead of dialing an outside call

- 1 Select a line.
- 2 Press

OR

Press a Speed Dial button.

- 3 Enter the code (71 to 94) for the number you want. If you use this feature often, program a memory button with the Speed Dial code (Feature 0) to make a Speed Dial button.

Autodial Hint

See your System Coordinator to program external or internal autodial.

Using System Speed Dial

Same procedure as Speed Dial. See System Coordinator for list of codes (41-70).

Introduction

Your Norstar M7208 Phone offers the simplicity of a standard telephone plus the versatility of many special features. This card will help you to use your new Norstar phone and to customize some of its features. When using your phone refer to the detachable Feature List and the Receiver Card under the receiver for quick reference.

Telephone Buttons

To release a call or a feature press this button.

To put a call on hold press this button.

To use a feature press this button and then enter a feature code.



Press the dialpad to dial or to enter feature codes.



When using the receiver, handsfree speaker or headset, press this button to adjust the volume.

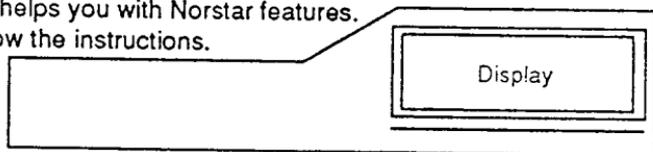
Adjusting Ring Volume

Try using some of these buttons now to set the volume of your phone's ring.

- 1 To make your phone ring press .
- 2 To reach desired volume press repeatedly.

The Display

The display shows you the time and date, and call information and helps you with Norstar features. Follow the instructions.



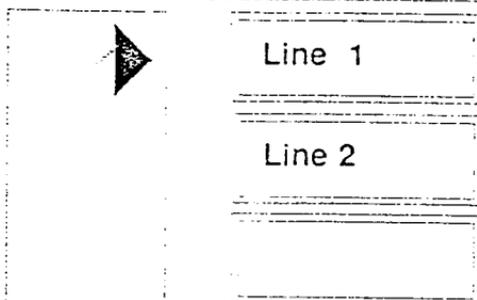
Selecting Ring Type

Now select a distinctive ring to help you distinguish between your phone and others nearby.

- 1 Press .
- 2 Press or or or until you hear the ring type you want.
- 3 Press to finish.

Line Buttons

Some of these buttons are used to access telephone lines. This indicator (▶) appears beside a button that is in use.



A flashing indicator shows that a line is ringing or on hold. Any outside line buttons for calls outside your office are at the top. Any intercom (inside) line buttons for calls inside your office are at the bottom.

Making calls inside your office

Use the list of two-digit intercom numbers (21- 36), supplied by your System Coordinator, to make calls inside your office.

- 1 Pick up the receiver.
- 2 If ▶ appears beside an intercom button, dial.
If not, press an intercom button without ▶.
After ▶ appears beside the button, dial.

Making calls outside your office

With outside line buttons

- 1 Pick up the receiver.
- 2 If ▶ appears beside an outside line button, dial.
If not, press an outside line button without ▶.
After ▶ appears beside the button, dial.

Without outside line buttons

- 1 Pick up the receiver.
- 2 Press an intercom button without ▶.
After ▶ appears beside a button, press **9** and dial.
If access is denied, contact your system coordinator.

Another way of making calls

Try this convenient way to make inside and outside calls.

- 1 Press a line button without ▶.
- 2 Dial. If line is not busy, listen until the call is answered.
- 3 Pick up the receiver.

Holding calls

Your Norstar phone has several hold features. Press the **Hold** button. The **▶** flashes. Press the line button to get back to a held call. The Exclusive Hold feature keeps a held call private. The Automatic Hold feature puts a call on hold automatically when you switch from one line to another.

Using Handsfree/Mute

If you have this button **Handsfree Mute** you can use Handsfree. Your phone has a microphone and speaker so you can communicate without picking up the receiver. This feature is also called speakerphone.

To make or answer a call

- 1 Press **Handsfree Mute** instead of picking up the receiver.

While on a call

- 1 Press **Handsfree Mute** and replace the receiver to switch to handsfree.
- 2 Pick up the receiver to switch back.

To turn your microphone off and on while using handsfree

- 1 Press **Handsfree Mute** again to talk privately outside the telephone conversation. The **▶** flashes to let you know that the caller can't hear you.
 - 2 Press **Handsfree Mute** to allow the person on the phone to hear you again.
-

Using the Conference and Transfer feature

To conference

- 1 Make the first call.
- 2 Put the first call on hold.
- 3 Make the second call.
- 4 After the call is answered, press **Conf/Trans**
OR
press **Feature** **3**.
- 5 Press the line button of the first held call.

To end the call

- 1 Press **Rls** to finish.

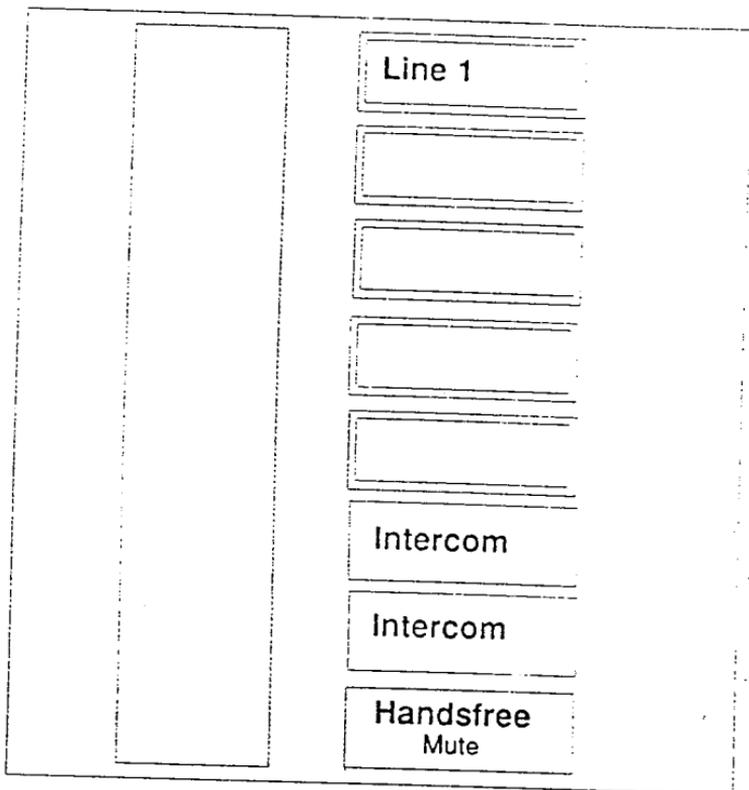
See the System Coordinator Guide for more details.

To transfer

- 1 Put the call on hold.
- 2 Call the person in your office to whom you will transfer the call.
- 3 After the call is answered, press **Conf/Trans**
OR
press **Feature** **3**.
- 4 Press the line button of the held call.
- 5 Press the **Transfer** display button.

Memory Buttons

Buttons with indicators are memory buttons. You can change the function of any memory button, except for line and intercom buttons, and Handsfree/Mute, by programming. This lets you access the frequently used features with one button press.



Checking to see what is on any button

You can check the function of each memory button on your Norstar phone. Before you program a button, use Button Inquiry to see the function you will change.

- 1 Press **Feature** * **0**.
- 2 Press the button that you want to check.
- 3 Read the display.
- 4 To check other buttons, repeat Step 2 as often as you want.
- 5 Press **Rls** to finish.



**Norstar KSU
Installation
Guide**

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The Norstar digital key system is easy to install and program. With the use of a few access codes, initializing and programming the system is accomplished quickly and efficiently. The highlighted tab on the side of the page identifies, by task, your position in the guide.

The and symbols identify which buttons to press for procedures. The symbol identifies which response appears on the LCD display of the telephones.

This Guide, through the use of checklists, photographs and illustrations, helps you to remember certain important areas. Use the Guide as a reference when unpacking the KSU and for specific wiring information. When finished with the installation, leave the Guide in the pocket of the KSU. The Troubleshooting section at the back of this Guide should help the next service representative or installer identify and solve problem areas if they arise.

English, French, or alternate language

The button labels and display information on the M7310 and M7208 phones is available in either North American English, Canadian French, or alternate language.

The feature codes are: French or alternate language

Feature * 5 0 2 .

English

Feature * 5 0 1 .

Checking the environment

The installation area should be:

- Clean, dry, and well ventilated
- Maintained at a temperature of between 0°C and 50°C (32°F and 122°F)
- Maintained at a relative humidity of between 0% and 95% non-condensing
- Located at least 4m (13.1ft) from equipment such as copiers and electrical motors and other equipment that can produce electromagnetic interference
- An ac surge suppressor is recommended.

Checking KSU requirements

The ac power outlet for the KSU must:

- Be dedicated 115Vac, 50/60Hz, 3-wire, 15 amps
- Have a grounded third wire
- Not be switched
- Be no more than 1.5m (4.9ft.) from the KSU
(An extension cord is not recommended).

Mount the KSU vertically upright on a convenient flat surface.

If this is not available, a backboard is recommended.

The backboard should be cut large enough to accommodate the distribution block. The KSU specifications and clearance are:

Dimension	Metric	Imperial
Length	556 mm	21.9 in
Width	356 mm	14 in
Height	87 mm	3.4 in
Weight	5250 g	11.6 lbs
Clearance (front)	1000 mm	39.4 in

Checking telephone wiring facilities

All new or existing wiring must meet the following specifications:

- One twisted or spiraled pair per phone, dc loop resistance less than 59 ohms.
- Cable length (24 AWG) not to exceed 305 m (1000ft).
- No bridge taps.

Checking equipment and supplies

There are several ways to wire a key system; the following list of material represents a typical installation.

- Basic equipment:**
- One Key Service Unit (KSU)
 - Appropriate number of M7310 and/or M7208 phones in any combination.

- Optional equipment:**
- Analog Terminal Adapter (for single line phone or other tip and ring devices)
 - PC Application Interface (for Dial-by-Name and Call Detail Recording)
 - Busy Lamp Field (for the M7310 phone only)
 - Power supply to extend length of loop
 - Shoulder Rest
 - Headset
 - Auxiliary Ring Generator
 - External Paging Equipment
 - Music Source
 - Noisy Location Handset.

Miscellaneous material (may vary):

- Mounting materials
- Two 25-pair (50-pin) distribution terminal blocks; QCBIX-1A or equivalent
- One 25-pair cable, 24 AWG, complete with an RJ-21 (50-pin female connector) on one end. Connects the KSU to the distribution block. Make sure the distribution block is not beyond the reach of the cable.
- A supply of 24 AWG twisted or spiraled station wire
- QCBIX designation strips or equivalent
- RJ-11 modular jack for each phone.

Final preparations

1. Mark and update the location of all equipment specified on the floor plan.
2. Verify and revise the programming sheet from the service order if required.

Inspecting the KSU

The box contains (report any damaged or missing items):

- One KSU complete with software cartridge
- One System Coordinator Guide (to be left on site)
- One Installation Guide (to be left in pocket of KSU)
- Two Programming Phone Overlays (to be left in the System Coordinator Guide)
- One Programming Sheet (not filled in).

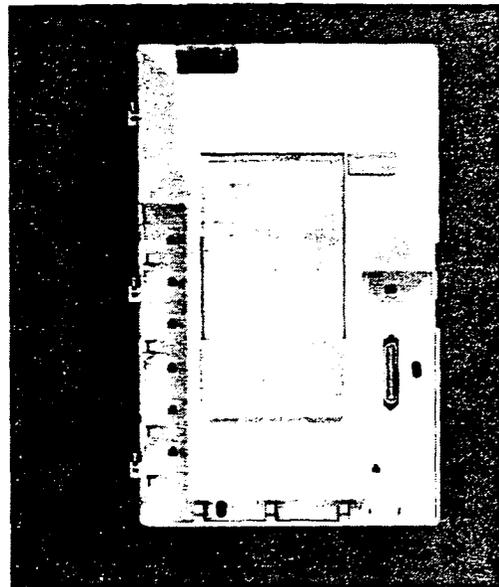
Mounting the KSU on the wall

Materials Required:

- Backboard, wooden, 3/4" thick (when recommended).
- Three #10 screws, 1 1/4" - 1 1/2" long
- Screwdriver
- Level (optional)

Installation Steps:

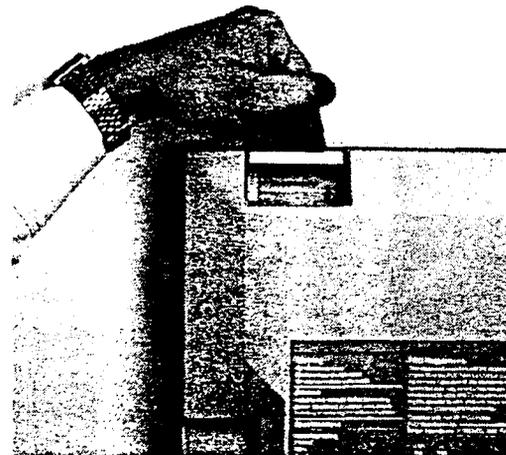
1. Before installing the KSU, open the KSU door 90°, and applying upward pressure, lift it from its hinges. Set the door safely aside.
2. **Do not plug the KSU in at this point.** Remove the cartridge and set it safely aside.
3. Screw the top mounting screw half way into the wall.



Install
KSU

Mounting the KSU on the wall

4. Hang the KSU, vertically upright, on the top mounting screw. Tighten this screw lightly so the KSU is snug against the wall but loose enough so you can still slide the KSU up and down. If the screw is too tight, the cartridge will have to be removed to loosen the screw if, in the future, the KSU has to be moved to a new location.
5. Make sure the KSU is level and install the bottom and right-hand side KSU mounting screws. The right-hand side screw is about 1/3 of the way up the side of the KSU. Tighten the two lower screws gently.
6. Make sure the KSU is unplugged.
7. Following the instructions on the label, install the software cartridge.



Connecting the phone cables and wiring

Equipment Required

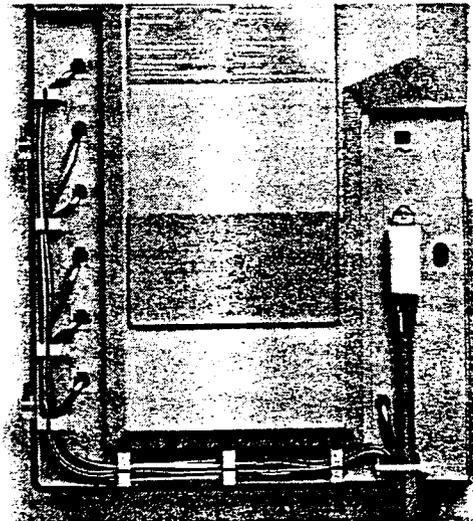
- One RJ-11 line cord, with an RJ-11 jack on each end, for each outside line to be terminated.
Note: These cables are not required if the outside lines are already terminated with RJ-11 jacks.
- One 25-pair, 24 AWG, cable complete with an RJ-21 (50-pin female connector) installed on one end
- RJ-11 modular jacks for each station set.
- One 25-pair distribution terminal block.
- Sufficient 25-pair 50-pin distribution terminal blocks to accommodate station wiring.

Connecting outside line procedure

1. Connect the outside lines directly to the RJ-11 jacks located on the left side of the KSU. If the outside lines appear as twisted-pairs, terminate them on a QCBIX-36A block or equivalent first and then connect to the KSU with the line cords.



2. Route each outside line cord, one at a time, through the cable clips, located on the left side - down and across the bottom of the KSU, and on to the distribution block.



Install
KSU

Install
Phones

Install
Options

Program

Finish
Up

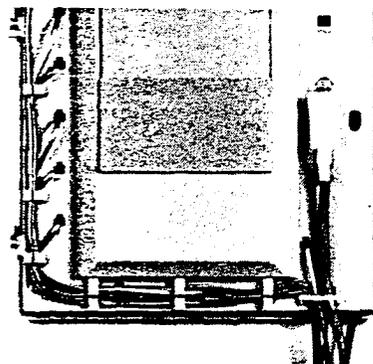
Tools
Required

KSU
Installation
Guide

7

Connecting the phone cables and wiring

1. Plug the RJ-21 connector onto the corresponding connector on the KSU front panel - right side.
2. Route the 25-pair cable to the distribution block and terminate it on the top QCBIX 1A block (or equivalent). See wiring chart on page 9 for details.
3. Terminate the existing telephone wiring on the other QCBIX block or equivalent.
4. Connect the station wires (one pair per station set) to their corresponding station ports on the 50-pin connecting distribution block as per the wiring chart on the opposite page.
5. Terminate the phone set on a #625 block or equivalent jack using the center pair (tip and ring).



Norstar phones are not to be used as Off Premise Extensions (OPX). The phones are for use with Norstar equipment only. For OPX applications use the Analog Terminal Adapter (ATA).

Connecting the phone cables and wiring

The following chart illustrates the station connections on the KSU. While phone connections are non-polarized, it is recommended that this wiring scheme be adopted as *good wiring practice* to create uniformity in the system.

50-Pin Distribution Block				
Pin	Wire Color	Station (Defaults)	Port	
26 1	White-Blue Blue-White	T R	(21)	Port 1
27 2	White-Orange Orange-White	T R	(22)	Port 2
28 3	White-Green Green-White	T R	(23)	Port 3
29 4	White-Brown Brown-White	T R	(24)	Port 4
30 5	White-Slate Slate-White	T R	(25)	Port 5
31 6	Red-Blue Blue-Red	T R	(26)	Port 6
32 7	Red-Orange Orange-Red	T R	(27)	Port 7
33 8	Red-Green Green-Red	T R	(28)	Port 8
34 9	Red-Brown Brown-Red	T R	(29)	Port 9
35 10	Red-Slate Slate-Red	T R	(30)	Port 10
36 11	Black-Blue Blue-Black	T R	(31)	Port 11
37 12	Black-Orange Orange-Black	T R	(32)	Port 12
38 13	Black-Green Green-Black	T R	(33)	Port 13
39 14	Black-Brown Brown-Black	T R	(34)	Port 14
40 15	Black-Slate Slate-Black	T R	(35)	Port 15
41 16	Yellow-Blue Blue-Yellow	T R	(36)	Port 16
42 17	Yellow-Orange Orange-Yellow	Spare Spare		
43 18	Yellow-Green Green-Yellow	Spare Spare		
44 19	Yellow-Brown Brown-Yellow	Spare Spare		
45 20	Yellow-Slate Slate-Yellow	Spare Spare		
46 21	Violet-Blue Blue-Violet	Spare Spare		
47 22	Violet-Orange Orange-Violet			Page Signal Direct
48 23	Violet-Green Green-Violet	N/O Common		Paging Equipment (relay contact)
49 24	Violet-Brown Brown-Violet	N/O Common		Auxiliary Ringer (relay contact)
50 25	Violet-Slate Slate-Violet	Music Ground		External Music Source

* T and R are symbolic representations of the station connections and should not be confused with Tip & Ring. Station connections are non-polarized.

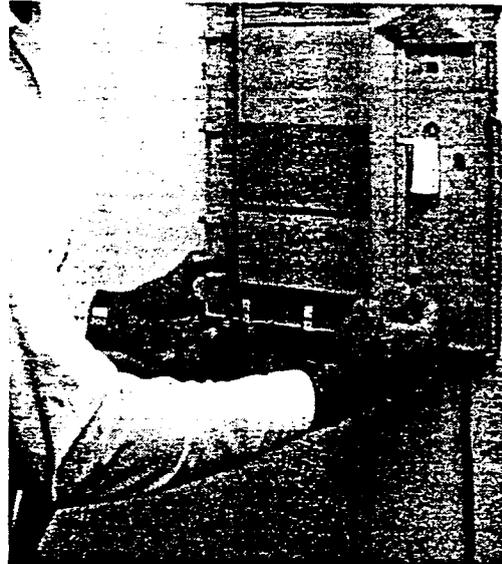
**Install
KSU**

Installing the Emergency Telephone

The Emergency Telephone connects automatically to line 1 when the power fails or when power to the KSU is disconnected.

Installation Procedure:

1. Connect the optional Emergency Telephone to the emergency phone jack on the front panel of the KSU (just below the RJ-21 connector).
2. Use only a single-line phone.
3. Label the phone:
*Emergency Telephone Only.
Functions only when ac
power to the KSU is
turned OFF.*



Testing the Emergency Telephone

The Emergency Telephone must be tested with the KSU unplugged.

1. Pick up the Emergency Telephone receiver.
2. If no dial tone, check outside line 1. Unplug the Emergency Telephone and connect it directly to outside line 1. If you get a dial tone here, both the Emergency Telephone and line 1 are functioning properly.
3. Check that the CO line is properly connected to the line 1 designation.
4. If all previous steps have been verified and there is still no dial tone at Emergency Telephone, replace the KSU.
5. Repeat the Emergency Telephone test, if necessary.

Ringer Equivalence Number (REN)

The FCC Registration Label, found on the label behind the KSU door, includes the Ringer Equivalence Number (REN). This number is a representation of the electrical load that will be applied to your telephone line once it is connected to the KSU. The telephone lines serving your premise will not operate properly if the total load exceeds the capability of the telephone company central office equipment. That is, if too many ringers are connected to the line, there may be insufficient energy to ring your terminal(s). If the ringer load is excessive, you may also have difficulty dialing telephone numbers.

If you desire to know the total REN allowed for your telephone line(s), you may call the telephone company and they will inform you.

Hearing Aid Compatibility

The Meridian Norstar Telephones are Hearing Aid Compatible, as defined in Section 68.316 of Part 68 FCC Rules.

Rights Of The Telephone Company

If the system is determined to be causing harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the situation and you will be informed of your right to file a complaint to the FCC.

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your system. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

In the event of an equipment malfunction, all repairs will be performed by Northern Telecom Inc. or by one of its authorized dealers.

Address of Repair Facility

USA:

Northern Telecom Inc.
Product Service Center
720 Massman Drive
Nashville, TN
37210
Attn. RA# _____

Canada:

Northern Telecom Canada Ltd.
Telecom Services Division
30 Norelco Drive
Weston, Ontario
M9L 2X6

Heading				Show
Back				Next

M7310 Phone Administration Overlay

PO690045
Printed in Canada

No Dial Tone trouble (on CO lines)

Verify that the phone has Line appearance programmed.
Use Button Inquiry ().

Unplug the RJ-11 jack (CO line) from the KSU and test for dial tone with a telephone. If no dial tone, report trouble to your telephone company. If dial tone, replace the KSU.

No Music on Hold/Background Music trouble

Ensure that the volume control is turned up and you are using proper feature code

.

Check in Configuration. - Background Music and Music on Hold sections.

Check wiring between Violet/Slate (Pin 50), Slate/Violet (Pin 25) or RJ-21 and music source.

Check that the music source is turned ON, operational, and has the volume control set properly.

Note: Any high impedance ($\approx 3,300\Omega$) /low output (1 Vrms max) can be connected as a music source.

**Trouble-
shooting**

Set Dead trouble

Check to ensure LCD contrast is dark enough for proper lighting by using the Contrast Adjustment feature from the *User Card* or *System Coordinator Guide*.

Verify that the phone line cord is connected and in good condition. Check station wiring at both the RJ-11 and the distribution cross-connect.

Note: A TCM port should have between 15 and 20 Vdc across the Tip and Ring with the phone disconnected.

Replace the phone with an operational phone. (Beware of Auto-Set Relocation implications in the *System Coordinator Guide – Feature Operations* and replace software cartridge with a known working cartridge.

KSU Down trouble

Ensure that the KSU ac power cord is plugged into a working outlet. Verify that the RJ-21 connector is connected properly to both the KSU and the 50-pin distribution block.

Check by terminating a telephone directly on the QCBIX-1A strip or equivalent which connects to the KSU.

Equipment

If ac power is present and the LED indicator on the KSU is OFF, replace the KSU.

Analog Terminal Adapter trouble

Wiring

Check wiring of RJ-21 connector.

Equipment

Plug a Norstar phone into the suspect port. If it works, the wiring from the ATA to the analog device for example, single line phone or Modem should be checked. If the wiring is good, replace the ATA. If the Norstar phone does not work, check the wiring to the KSU. If that wiring is good, replace the KSU.

Typing telephone numbers

Use the green caps labeled Line 1, 2, ..., or type the individual telephone numbers on labels and attach them to the appropriate telephones. Type in the telephone number and inside extension number on the *Receiver Card* which is to be installed with a plastic lens underneath the receiver.

Testing phone and system operation

Verify the system functions and program features by working through the M7310 or M7208 user cards.

End-user training

Refer to your *Installer Checklist Card* and remember to leave the following items to be left with the Customer or in the KSU:

KSU	Customer
<input type="checkbox"/> <i>Installation Guide</i> to go into the pocket of the KSU	<input type="checkbox"/> <i>System Coordinator Guide</i> with phone overlays stored in the pocket of the guide.
<input type="checkbox"/> <i>Programming Sheet</i> (tear off the installer section and store in the pocket of the KSU).	<input type="checkbox"/> <i>M7310 and M7208 Telephone User Cards</i>
<input type="checkbox"/> Floor plan to be stored in the pocket of the KSU	<input type="checkbox"/> <i>Optional equipment user cards</i> (BLF, ATA, etc.)
<input type="checkbox"/> <i>Optional equipment installer cards</i> (BLF, ATA, etc.)	<input type="checkbox"/> Spare button labels and button caps
	<input type="checkbox"/> <i>Programming Sheet</i> (Give the System Coordinator sections to the System Coordinator).
	<input type="checkbox"/> <i>Telephone overlays</i> to be stored in the pocket of the <i>System Coordinator Guide</i> .

**Finish
Up**

External Paging trouble

Ensure you are using the proper feature code **Feature 62**.
Use Button Inquiry (**Feature *0**) to verify feature or line buttons.

Check wiring between Violet/Orange (Pin 47), Orange/Violet (Pin 22) or RJ 21 connector and the paging amplifier.

Test that Paging equipment is operational. The output signal for an External Pager should be a nominal 775mV across 600 Ω .

Auxiliary Ringer trouble

If used for Night Service, ensure that Night Service is activated from the Prime phone.

Auxiliary ring contacts can be programmed to operate in conjunction with any or all of the following features:

Auxiliary Ringer	1. Lines
Loud Ringing Station Set	2. Sets
Night Ringer	3. Call Handling

Check wiring between Violet/Brown (Pin 49), Brown/Violet (Pin 24) or the RJ-21.

Check wiring between Auxiliary ring generator and ringing device.

Ensure that Auxiliary Ring contacts are operating (connect an ohmmeter across pair Violet/Brown (Pin 49), Brown/Violet (Pin 24) or the RJ-11 connector).

Note: The current capacity of the Norstar relay contacts is 50 mA dc. They are designed to operate with the NTOB17AB Auxiliary Ring Generator or equivalent.

**Trouble-
shooting**

Programming Configuration

1. Press

Feature	*	*	2	6	6	3	4	4
---------	---	---	---	---	---	---	---	---

OR

Feature	*	*	C	O	N	F	I	G
---------	---	---	---	---	---	---	---	---

The display responds with . Look at *1.Lines* on your *Programming Sheet* under *Configuration for the Installer*. The Norstar defaults are in black and bold on this programming sheet. The following examples are based on the Startup Configuration Square template.

Program the outside line characteristics as shown on the programming sheet for each outside line. There are three choices — line pool, public and private. Selecting *line pool* assigns a line to belong to a group of outside lines, selecting *public* assigns a line to all phones and selecting *private* assigns a line to a particular phone.

1. Press .
The display responds with .
2. Enter <line number 1,2 ... >from the dial pad.
The display responds with .
3. To cycle through the options, press until you come to the option specified in the programming sheet.
4. To save your selection and advance to the next mode, press .

To stay with the *Pulse* default and continue to the next area,

1. Press .
OR
To get *DTMF tone* (touch tone), press .

Program

Programming Configuration

To stay with the *Yes* default (so people can hear incoming calls on outside lines through remote ring device) and continue to the next area:

1. Press **Next**.
OR
To get *No*, press **Change**.

To stay with the *No* default (so autohold is in effect only after digits have been dialed on an outgoing call or if the station user has received an incoming ring signal) and continue to the last area:

1. Press **Next**.
OR
To get *Yes*, press **Change**.
If *Yes*, idle line autohold is in effect immediately on all call types.

Repeat the above process for all of the remaining lines.

To exit from Configuration

1. Press **Rls**.

Completing programming

Tear off your portion of the programming sheet and put it in the KSU pocket. If you do not continue with programming, make sure you give the System Coordinator the other section of the *Programming Sheet*.

To continue programming, refer to *Configuration Programming* in the *System Coordinator's Guide*.

Applying the button labels

Do not apply button labels unless you have performed the remainder of the configuration procedures. If you expect the customer to reprogram some or all of the buttons, it would be prudent not to apply the button labels until all the reprogramming is done.

There are two types of labelled buttons, pre-printed and blank ones you label yourself. Leave the label and extra button kit with the System Coordinator.

Programming Startup (Cont'd)

If you wish to continue with the Startup process, all current administrative data will be replaced with the Square default values. After entering the Startup code, the display responds with **Next to erase** . All memory buttons are now temporarily assigned a new set of programming functions. The temporary functions of the buttons are designated when you install the overlay.

To exit from Startup at any time during the following procedures:

1. Press **Rls** .

To confirm that the default system memory is to be erased and reset at the end of the Startup session:

1. Press the button which corresponds to the **Next** command on the overlay.

The display responds with **Template: Square** .

The Change command is now active. Cycle through the list to the desired template (No Prime, Hybrid, PBX, Square). Check your programming sheet for information about the templates.

When the desired Template is displayed:

2. Press **Next** .

The display responds with **No. of Lines: 2** .

To cycle through the number of lines assigned automatically to each telephone:

3. Press **Change** .

When the desired number of lines appears:

4. Press **Next** or **Rls** to exit.

At this point, you have initialized the system configuration. Before continuing on with programming, it is advised that you test the lines and telephones to ensure that they are installed correctly.

Program

Testing the lines and phones

1. Check all outside lines by selecting each line in turn at one of the phones and verifying dial tone. If you do not get a dial tone, plug a single-line phone directly into the outside line at the distribution block. If you still do not get a dial tone, check all your wiring or contact your telephone company.
2. Check all station loop(s) by calling the Norstar phones.
3. Check the quality and clarity of all connections. Check for crackling, static, hums or any other unusual noises.
4. If there are any problems, check the Troubleshooting section of this Guide.
5. Verify visual associated indicators:

To check a button:

1. Select a line button and the indicator should appear.

To check the display:

1. Press **Feature** ***** **0** . The display responds **Press any key** .

To exit from the display:

1. Press **Rls** .

Program

Installing optional equipment

Analog Terminal Adapter

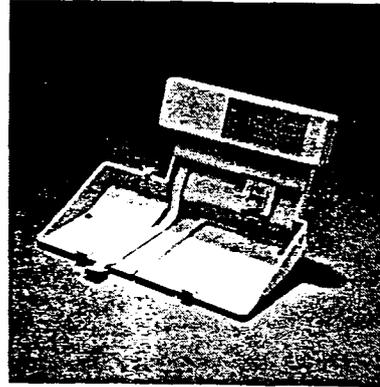
The Analog Terminal Adapter (ATA) is an interface between Norstar KSU and any standard analog device such as a single line telephone, a modem, answering machines and some fax machines.

1. Follow the ATA's installation instructions.

Busy Lamp Field

The Norstar Busy Lamp Field is a group of indicators that light up individually when specific telephones are in use. The unit attaches to the M7310 telephone and indicates whose phones are in use.

1. Follow the BLF's installation instructions.



**Install
Options**

Programming Startup

The Startup process selects one of four default configuration settings to make subsequent programming faster and easier.

The System Startup Code performs an initialization procedure which erases any existing system memory and resets it to the default values. **Startup is to be used for initial installation only.**

Do not use Startup to add lines after Norstar is in operation because the procedure erases all phone administrative data.

To be accepted, the correct Startup Code must be entered no later than 15 minutes after the KSU has been powered up.

A Startup Code entered at any time after the 15-minute timeout results in the message Startup denied. If 15 minutes has elapsed since you powered the KSU up, unplug and repower the system again to set the timer.

All administrative data will be retained for at least three days if the power fails or if the KSU is unplugged. After three days without power, it may be necessary to perform the initialization procedures again.

Have your programming sheet and phone overlay (from the System Coordinator Guide back pocket) ready.

Startup Code Entry Procedure

1. Place the overlay on the phone.
2. From the dialpad, press

Feature * * 7 8 2 7 8 8 7.

OR

Feature * * S T A R T U P.

Escaping from the Startup Code Entry

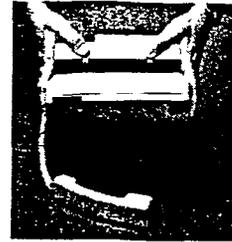
If you wish to escape instead of proceeding with Startup, you can, at this juncture, do so without affecting system memory.

To escape and retain current administrative data:

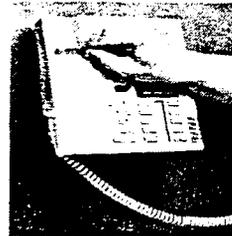
1. Press Rls.

Installing a wall-mounted telephone

1. Both the M7310 and M7208 telephones can be mounted on the wall. Remove the bevelled wall-mounting base from the back of the telephone. Grip the base, and with your two thumbs, push on the top to pop out.



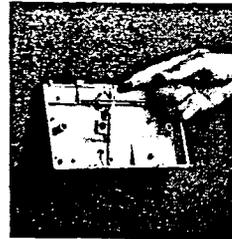
2. Remove the receiver clip from the base. Install the clip in the forward lip of the receiver rest.



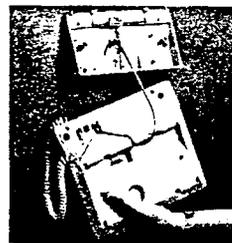
3. Use a screwdriver or similar tool to remove the center knock-out panel.



4. Mount the base "upside down" on the wall so the RJ-11 wall jack projects through the knockout.



5. Connect the line cord between the RJ-11 wall jack and the RJ-11 telephone jack (left hand jack when viewed from the bottom). Route the cord through the cord guide.



6. Mount the telephone on the wall base.



**Install
Phones**

Installing optional equipment

Auxiliary Ringer Control

The ringer must not draw more than 50 mA from a 30 V dc source.

1. Follow the manufacturer's installation instructions. Connect the Auxiliary Ring Generator to pins 24 (brown/violet) and 49 (violet/brown) on the KSU distribution block (see the station wiring chart). These pins provide a control contact. They do not provide ring current or dc voltage.

External Music Source

This feature plays music for callers on hold and Background Music. These features must be enabled with Configuration. Refer to the *System Coordinator Guide* and *Programming Sheet* for more information.

The music source can be any low-power output device such as a radio with a high-impedance earphone jack. The recommended KSU input level is 1 Vrms across an input impedance of 3300 ohms.

1. Connect the music source to pins 25 (slate/violet) and 50 (violet/slate) on the KSU distribution block (see the station wiring chart). Connect ground of music source to pin 25.
2. Make a call into the system on an outside line to a Norstar phone and put the call on hold. Adjust the volume of the music source to a suitable level. The volume can also be adjusted at the phone as well. Note: Music On Hold must be enabled first.

External Paging System

The Paging System operates in conjunction with loudspeakers and amplifiers installed by the customer. The system allows pages and announcements to be made in offices, warehouses and buildings. The paging system should produce 775 mV across the KSU input impedance of 600 ohms.

1. Follow the manufacturer's installation instructions. Connect the paging system to pins 22 (orange/violet) and 47 (violet/orange) to make a direct connection and then to pins 23 (green/violet) and 48 (violet/green) to make connection through a relay contact (max. rating: 30 V dc @ 50 mA). See station wiring chart.

Note: Norstar external paging does not support talk-back paging equipment if a CO line port is not used.

Powering up the KSU

1. Double check all wiring before applying power to the KSU.
2. Power the KSU ON by plugging in the power cord.

The power cord is attached to the KSU and is turned ON.
If there is no power at the ac outlet.

3. Check for power at the ac outlet.

If there is no power at the ac outlet.

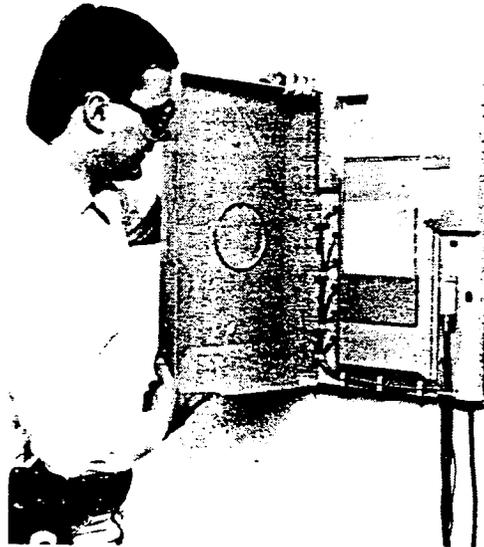
4. Ask the owner of the system to check with building maintenance.

If there is power at the ac outlet.

5. Replace the KSU.

Replace the KSU door

1. Remember to re-install the door once the system is operational.



Install
KSU

Install
PROM

Install
Option

Program

Final
Up

Test

Inspecting Norstar telephones

Each box contains (report any damaged or missing items):

- One telephone
- Receiver
- Receiver cord
- Telephone User Card (to be left with the user)
- Designation kit containing:
 - button labels
 - button caps (pre-printed)
 - receiver card
 - plastic cover to fit over the receiver card
- 2.1 m (7 ft) line cord.



Installing the M7310 and M7208 telephones

1. Connect the receiver cord to the receiver jack (right hand jack when viewed from rear). Route the cord through the cord guide embedded in the bottom of the telephone.
2. Connect the line cord.
3. Connect the telephones to the #625 terminating blocks or equivalent jacks in locations designated by the customer. Route the cord through the cord guide.
4. Check telephone displays; the indicators should flash for up to 15 seconds while the set is initializing. Default time and date are then displayed. This does not verify the wiring. Check the wiring at the distribution block.